

# Privacy Policy for Children's Scrapstore

Children's Scrapstore treats the privacy of its customers very seriously and we take appropriate security measures to safeguard your privacy. This Policy explains how we protect and manage any personal\* data you share with us and that we hold about you, including how we collect, process, protect and share that data.

We do not obtain data from any third parties.

\*personal data means any information that may be used to identify an individual, including, but not limited to, a first and last name, a home or other physical address and an email address or other contact information, whether at work or at home.

## How we obtain your personal data

### Information provided by you

You provide us with personal data in lots of ways including:

- On your membership form, by email or over the telephone
- Entering information into Bookwhen when you book for an event or party
- Entering information into our online shop when making a purchase
- Entering information into our website or on a paper form when you hire a room
- Giving us your written details to join our supporters club or signing up online
- Making an enquiry about our PlayPods

These details can include name, address, email address.

We may also keep information contained in any correspondence you may have with us by post or email.

## How we use your personal data

We undertake at all times to protect your personal data in a manner which is consistent with the requirements of the General Data Protection Regulation (GDPR) concerning data protection. We will also take reasonable security measures to protect your personal data in storage.

### Do we use your personal data for marketing purposes?

MEMBERS - Any information that you choose to give us will not be used for marketing purposes by us. We will hold your personal data only for the purposes of managing your membership.

You will have the option to sign up to receive marketing emails from Children's Scrapstore, if you agree we will send you additional emails with information. You can unsubscribe yourself from these at any time.

## SUPPORTERS

We will send you marketing emails but only connected to Children's Scrapstore. You can unsubscribe yourself at anytime.

## PLAY SERVICES INCLUDING PLAYPOD SCHOOLS

We will send you marketing emails and letters but only connected to Children's Scrapstore.

# Sharing information

We will keep information about you confidential and we will not share your personal data with any third parties

### **How long do we keep this information about you?**

## MEMBERS

Your membership runs for 1 year after which you are sent a renewal form enabling us to keep your details up to date. We will delete your data 1 year after your membership has expired.

## SUPPORTERS

We will keep your personal data in MailChimp until you choose to unsubscribe. If you signed up as a supporter on a paper list we keep your original written details in a locked filing cabinet for up to 5 years after which they are destroyed securely.

You can update your information at any time via a link in each email sent to you.

## PLAY SERVICES INCLUDING PLAYPOD SCHOOLS

If you have made an enquiry with us we will keep your personal data for 1 year. If you have taken out a contract with us, we will keep your personal data for 1 year after you have terminated your contract.

# Data subject rights

### **Subject access requests**

The General Data Protection Regulation (GDPR) grants you (hereinafter referred to as the "data subject" the right to access particular personal data that we hold about you. This is referred to as a subject access request. We shall respond promptly, and certainly within one month from the point of receiving the request and all necessary information from you. Our formal response shall include details of the personal data we hold about you, including the following:

- Sources from which we acquired the information;
- The purposes for processing the information;
- The information that we hold;

### **Right to rectification**

You, the data subject, shall have the right to obtain from us, without undue delay, the rectification of inaccurate personal data we hold concerning you. Taking into account the purposes of the processing, you, the data subject, shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

### **Right to erasure**

You, the data subject, shall have the right to obtain from us erasure of personal data concerning you without undue delay.

### **Right to restriction of processing**

Subject to exemptions, you, the data subject, shall have the right to obtain from us restriction of processing where one of the following applies:

- a) the accuracy of the personal data is contested by you, the data subject, and is restricted until the accuracy of the data has been verified;
- b) the processing is unlawful and you, the data subject, oppose the erasure of the personal data and instead request the restriction in its use
- c) we no longer need the personal data for the purposes of processing, but it is required by you, the data subject, for the establishment, exercise or defence of legal claims;
- d) you, the data subject, have objected to processing of your personal data pending the verification of whether there are legitimate grounds for us to override these objections.

### **Notification obligation regarding rectification or erasure of personal data or restriction of processing**

We shall communicate any rectification or erasure of personal data or restriction of processing as described above to each recipient to whom the personal data has been disclosed, unless this proves impossible or involves disproportionate effort. We shall provide you, the data subject, with information about those recipients if you request it.

### **Right to data portability**

You, the data subject, shall have the right to receive your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit this data to another controller, without hindrance from us.

### **Right to object**

You, the data subject, shall have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you, including any personal profiling; unless this relates to processing that is necessary for the performance of a task carried out in the public interest or an exercise of official authority vested in us. We shall no longer process the personal data unless we can demonstrate compelling legitimate ground for the processing which override the interests, rights and freedoms of you, the data subject, or for the establishment, exercise or defence of legal claims.

### **Right to not be subject to decisions based solely on automated processing**

We do not carry out any automated processing, which may lead to an automated decision based on your personal data.

This is when there's an automated decision process where a human isn't involved. For example, automatically rejecting everyone over a certain age for a job

### **Invoking your rights**

If you would like to invoke any of the above data subject rights with us, please write to the Data Protection Officer, details below at Scrapstore House, 21 Sevier Street, St Werburghs, Bristol, BS2 9LB or email [info@childrensscrapstore.co.uk](mailto:info@childrensscrapstore.co.uk)

### **Accuracy of information**

In order to provide the highest level of customer service possible, we need to keep accurate personal data about you. We take reasonable steps to ensure the accuracy of any personal data or sensitive information we obtain. We ensure that the source of any personal data or sensitive information is clear and we carefully consider any challenges to the accuracy of the information. We also consider when it is necessary to update the information, such as name or address changes and you can help us by informing us of these changes when they occur.

## **Important information**

### **Questions and queries**

If you have any questions or queries which are not answered by this Privacy Policy, or have any potential concerns about how we may use the personal data we hold, please write to the Data Protection Officer at Scrapstore House, 21 Sevier Street, St Werburghs, Bristol, BS2 9LB or email [info@childrensscrapstore.co.uk](mailto:info@childrensscrapstore.co.uk)

### **Policy changes**

This Privacy Policy is regularly reviewed. This is to make sure that we continue to meet the highest standards and to protect your privacy. We reserve the right, at all times, to update, modify or amend this Policy. We suggest that you review this Privacy Policy from time to time to ensure you are aware of any changes we may have made, however, we will not significantly change how we use information you have already given to us without your prior agreement.

### **If you have a complaint**

If you have a complaint regarding the use of your personal data or sensitive information then please contact us by writing to the Data Protection Officer at Scrapstore House, 21 Sevier Street, St Werburghs, Bristol, BS2 9LB or email [info@childrensscrapstore.co.uk](mailto:info@childrensscrapstore.co.uk) we will do our best to help you.

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 01625 545745 or 0303 1231113. You also have the right to judicial remedy against a legally binding decision of the ICO where you consider that your rights under this regulation have been infringed as a result of the processing of your personal data. You have the right to appoint a third party to lodge the complaint on your behalf and exercise your right to seek compensation.