

Privacy Notice for Imagine Play Arena

Welcome to Ashford Play Centre Ltd.

Ashford Play Centre Ltd trades as Imagine Play Centre and Footprints Preschool & Nursery, registered in England and Wales no. 04884049 with its registered office at 19-21 Swan Street, West Malling, Kent ME19 6JU and business address 2A Britannia Lane, Ashford, Kent TN23 3SU.

We are committed to protecting and respecting your privacy. This notice sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully about how your personal data will be treated by us.

1. Information we may collect from you

We may collect and process the following data from you:

1. Information that is provided by you or with your consent by a third party. This includes information provided by you at the time of using or requesting any of our services. We may also ask you for information when you report a problem with any of our services or if an injury or accident were to take place on our premises.
2. If you contact us or engage in business dealings with us we may keep a record of that correspondence.

2. Where we store your personal data

The data that we collect from you will be transferred to and stored on a secure server or in hard copy form in a secure place. It may also be processed by staff in terms of processing your payment details and confirming your booking, purchase or service. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice.

1. All information you provide to us is stored on our secure servers or in hard copy (paper) format in a secure place. Any payment transactions will be encrypted using SSL technology.
2. We will hold Accident & Injury data for 25 years and party booking data for 2 years.

3. Uses made of the information

We use information held about you in the following ways:

1. to ensure that we are able to communicate with you about your booking, purchase or service
2. to provide you with information that you request from us
3. to carry out our obligations arising from any contracts entered into between you and us
4. To report any accident or injury to the Health & Safety Officer

5. We do not disclose information about identifiable individuals to any third party but we may provide them collective information about our users (for example, when giving statistical figures).
6. When you visit our website, a record of your visit is made. That data is used completely anonymously, in order to determine the number of people who visit our website and the most frequently used sections of the site. This enables us to continually update and refine the site. If you use any forms on the website to send an email to us, a record will also be made of your email address and your telephone number.

4. Disclosure of your information

We may disclose your personal information to any member of our staff for the following purposes:

1. In order to facilitate them communicating with you about your purchase, booking or service.
2. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
3. If you are a new customer, we will contact you by electronic means only if you have consented to this or in response to any enquiry you have made.

We do not disclose information about identifiable individuals to any third party for marketing purposes.

5. Requesting access to your personal data

Under data protection legislation, you have the right to request access to information that we hold about you. Your right of access can be exercised in accordance with the General Data Protection Regulations. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

6. Changes to our privacy notice

Please review our website regularly as this statement may change.

7. Contact If you would like to discuss anything in this privacy notice, please contact:

Name: Jackie Simpson
Email: Jackie@imaginethefun.co.uk
Tel: 01233 650789