The Kids Adventure Company

**Privacy notice for The Kids Adventure Company Ltd.**

**The Kids Adventure Company Ltd takes your privacy seriously. We are a “controller” of the personal information that you provide to us and this privacy notice sets out how, why and for how long we will use your personal data, as well as who it is shared with. It also explains your legal rights as a data subject and how to exercise them.**

**What data we collect from you**

When you register for a club or activity with The Kids Adventure Company Ltd, (including if you are registering or renewing on behalf of a young person aged 16 or under), we may ask you for some or all of the following personal information:

* Contact details – eg. name, address, email address and phone number.
* Date of birth and age– to assess suitability for activity/club
* Previous experience – to assess suitability for activity/club
* Safety and emergency details – eg. next of kin, relevant health conditions.
* Records of interactions – emails, telephone conversations
* Marketing preferences – so we know how to contact you

**Why we need your personal information**

**Contractual purposes**

We need to collect our customers’ personal information so that we can manage your relationship with us. We may use our customers’ personal information to:

* Arrange and manage any contracts for the provision of services which you have booked.
* Organise club activities and manage risk and safety if you attend an outdoor activity or a climbing wall.

**Legitimate purposes**

We also process our members’ personal information in pursuit of our legitimate interests to:

* Provide you with news and updates about the activities of The Kids Adventure Company, opportunities to get involved in activities, social events, or other events put on by the company, where you have given us explicit consent to do so.
* Raise awareness of the club’s activities by capturing photos, videos, or live streaming at events where you have given parental consent. We will use this for promotion, education and development purposes.
* Respond to and investigate your questions, comments, support needs, complaints, concerns or allegations.

**Legal obligations**

We are under a legal obligation to process certain personal information relating to our customers for the purposes of complying with:

* To comply with legal obligations, for example, regarding people working with children or vulnerable adults to comply with our safeguarding requirements.
* The Equality Act 2010, which requires us to process personal information to make reasonable adjustments where necessary.

**How we collect your data**

We typically collect information that you provide by filling in booking and consent forms when you book a course with us. If you contact us, we may keep a record of that correspondence.

**Who we share your personal information with**

Where applicable we may share personal information with the following parties and Data Processors:

* The Government or our regulators where we are required to do so by law or to assist with their investigations or initiatives.
* Police, law enforcement and security services to assist with safeguarding children.
* Professional and legal advisors for the purpose of obtaining advice.

**Third party suppliers with access to members’ personal data**

The Kids Adventure Company may use third party suppliers to provide services. These suppliers may process personal data on our behalf as “processors” and are subject to contractual conditions to only process that personal information under our instructions and protect it.

In the event that we share personal information with external third parties, we only share such information strictly required for the specific purposes and take reasonable steps to ensure recipients shall only process the disclosed personal information in accordance with those purposes.

* Santander process payment transactions securely on our behalf.
* Instructors receive details of participants in their group.

**How we protect your personal information**

The Kids Adventure Company takes all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Your personal information can be accessed by Jo and Mike Bazley, (Company Directors) only for the purposes set out above. Paper consent and booking forms are stored in a locked filing cabinet and electronic forms are stored on a password protected data base.

**How long we keep your personal information**

We only keep your personal information for as long as necessary to provide you with membership services. Unless you ask us not to, we will review and delete your personal information where you have not interacted with us your membership with us for 5 years.

**Children under the age of 16**

When we process children’s personal information, we will not do so without the consent of a parent/guardian. We will always have in place appropriate safeguards to ensure that children’s personal data is handled with due care.

**Marketing communications**

We may contact you by post, email, text, phone or Apps with information about products and services you may be interested in. We will only send marketing messages to you in accordance with the marketing preferences you set on your additional consent form.

**You have a right to**

* Change your communication preferences or restrict the processing of your personal data for specific purposes.
* Request that we correct your personal data if you believe it is inaccurate or incomplete.
* Access the personal data that we hold about you through a “subject access request”.
* Request that we delete your personal information.

**Contact**

The Kids Adventure Company Ltd

Registered Address: 10 Rumsam Meadows, Barnstaple, EX32 9FF

Email: thekidsadventurecompany@gmail.com

Tel: 07837 649839

More information about your legal rights can be found on the Information Commissioner’s website at [www.ico.org.uk](http://www.ico.org.uk)

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