

Privacy Policy

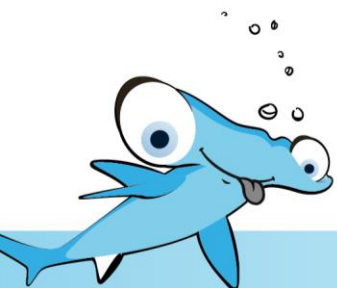


When you share your personal data with us, we treat it with care and take our responsibility to protect it seriously. That's why we've just updated our privacy notice to better communicate how we handle your personal data. We will respect and protect your privacy at all times. This policy sets out how we will collect, use and store any personal data about you. By creating an online parent account with us, you are agreeing to us storing and processing this information as set out below. You are responsible for ensuring you have the agreement from all persons on your account and booking to pass on their details to us.

FISH Kids Ltd (**the Company**) is committed to protecting the privacy of your personal information. For the purpose of applicable data protection law, including the Data Protection Act 1998 and, from its entry into force on 25 May 2018, the General Data Protection Regulation (Regulation (EU) 2016/679). You will see the Company referred to as FISH Kids Ltd and Little fishes Swimming School on the site. Our Privacy Notice explains what we do with any personal information which we collect from you, including when you use our website and when you interact with us in other ways offline, for example on facebook, twitter, instagram and other social media.

Data collection

To ensure we offer the best care for your children we need to collect some important information to ensure we do this. When you register your details with us or make a booking we will need to collect certain personal details such as names, address, telephone number, email address, school details, child class details and dates of birth of children. We need this information to process your booking and make the necessary arrangements for your child/ren to attend one of our breakfasts, after school and holiday clubs. Prior to attending one of our clubs we will also need to collect more sensitive personal data, specifically relating to the children on your bookings, such as medical conditions, allergies and additional needs in order to ensure we can provide the appropriate care for your child.





Storage

Once data is received, we will take all reasonable steps to ensure your data is secure to prevent unauthorised access to it. All information you provide is stored on secure servers and all payment transactions are encrypted. All paper records are stored in a lockable cupboard.

Cookies

This site uses cookies. Some cookies are essential and are there to enable you to make your booking and transact, others are non-essential and are used to track visitor behaviour on the site and determine relevant products to show you for re-marketing purposes when browsing on other websites. Cookies are not harmful and do not contain any personal information e.g. address or DOB. You can choose to accept or decline cookies when you first visit the site by accessing the preference panel from your browser's main menu (usually found under Edit, Tools or Options). If you choose to remove cookies, some of our site may not function properly for you and your use of the site may be impaired.

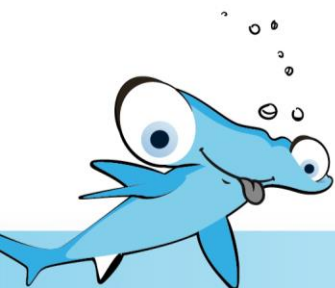
We may collect details about your device and visits to this site including IP address, browser type, device type, traffic data and location information. This is statistical information to help us provide the best online experience for our customers and does not identify any individual.

Security and passwords

When you create an account with us you are assigned a Customer user name this is usually the email address you have registered with. Your account will require an active email address and password so that you can access your details online. Your account password is system generated with a combination of letters, numbers and symbols.

When you register your children details you will also need to set up a security word this is used to collect children from the club but you will quote when you contact us by phone. This is to ensure that information stored on your account is only discussed with you. If you can't remember your security word we will not be able to disclose any information to you until we have been through a number of security questions to confirm your identity.

Please do not share your password or security word with anyone. Please keep these details safe and not written down anywhere. If you change your personal details, or if you suspect that someone else has used your, password or security word, then please notify us as soon as possible.





Usage and Opting In/Out

If you have registered an account with us we may use your data to contact you via post, email, phone or text message with information about offers, news, services and products. We will only do this if you have opted in to receive such information from us and you have the right to opt out of your data being used for marketing purposes at any time. Please let us know if your details or preferences change so we can keep our records up to date.

Your privacy is important to us, which is why we like to make sure you're in control. You can opt in or out at any time by ticking/unticking certain boxes that relate to your personal information and its use. You can do this yourself by logging into your account or contacting us at info@fishkids.co.uk or on 01363 866450. You can also click 'unsubscribe' at the bottom of any emails.

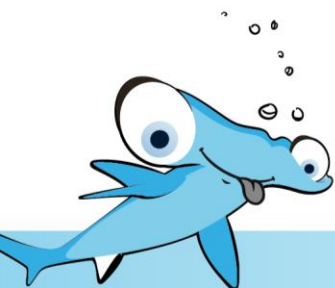
Third Parties

We will not pass on your personal information to other users of the site and we will only ever pass on your personal details to a third party if it is absolutely necessary to fulfil a particular service on your behalf. For example, your payment will be taken via a secure credit card processing company called Sagepay. Details of Sagepay's privacy policy can be found on their [website](#). Any details passed on will be transferred in a secure manner. Our website contains links to and from other websites including schools. If you follow a link from our site to another site, please be aware that the third party site will have its own privacy and data protection policies and we are not responsible for how they may collect their data.

We may share information with your child's primary provider for example, to celebrate a child's achievement in club or at school or to discuss ways to promote positive behaviour in the club. The primary provider may seek your permission to share information with us to ensure that we are both working together to meet the needs of your children.

Occasionally third parties will 'manage' our data, for such services as de-duping, mailing, e-marketing campaigns and data analysis. Information will be given securely.

Should any safeguarding concerns or legal proceedings require us to pass on your personal information we trust you will understand that we have a duty to comply with the law. Please be aware that the way in which your personal details would be legally protected within the UK may differ from other countries.





Changes to our policy

From time to time we may need to update this policy and we will keep you informed by updating this statement on our website.

