



Active8 Minds privacy policy

This privacy policy sets out how Active8 Minds uses and protects any information that you give Active8 Minds when you use the booking system:

<https://active8.wraparoundcarebooking.co.uk/>

Active8 Minds is committed to ensuring that your privacy is protected. All information that is provided to Active8 Minds through the booking system:

<https://active8.wraparoundcarebooking.co.uk/>, will only be used in accordance with this privacy statement.

Active8 Minds may change this policy. You should check this page to ensure that you are happy with any changes. This policy is effective from 21st March 2018.

How will consent be ascertained?

When making a booking, all new and existing customers will be directed to a “consent page” through: <https://active8.wraparoundcarebooking.co.uk/>. This will give a detailed description of how we intend to use and store customer personal data. Consent is obtained by a tick box system. The system will automatically update and inform Active8 Minds of customer preferences and if consent has been ascertained.

What we collect

We may collect the following information:

- names of children, names of parent/guardians and any named adults who may collect your children
- child’s date of birth
- contact information including email address, full postal address and telephone numbers
- medical information about your children

What we do with the information we gather

Information is required to enable us to provide childcare for your children (**compulsory in bold**) and to understand your needs and provide you with a better service (optional underlined):

- **Internal record keeping (personal data about the child, parents, guardians and any other adults involved with the child) – Ofsted requirement – This**

information is used to produce registers, booking confirmations, payment confirmations, invoices and medical information relating to the child.

- We may use the information to improve our products and services through emails, questionnaires and social media marketing.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Approved data controllers for Active8 Minds

- **FreshApp – 3rd party website host controlling all bookings - <https://active8.wraparoundcarebooking.co.uk/>**
- **Just-Office Admin – Company Bookkeeper**
- **Martin Conrish Accountants – Company Accountant**
- **The primary, junior or Infant school your child attends will have access to the register, medical data pertaining to your child and any contact details you provide us with.**

Third parties that interact with your data

Microsoft Azure	This website and its data is hosted on the Microsoft Azure platform. The website is hosted in data centres within the EU. Find out more at: Microsoft Trust Center
Postmark	This website uses Postmark to send out registration / confirmation emails. We supply Postmark with email addresses and any information included in the registration and confirmation emails Postmark Policies
WorldPay	If you make an online payment, your name, email address and address will be supplied to WorldPay for the purpose of processing payments. Additional payment details such as card details are supplied directly to WorldPay we cannot access or store such data. WorldPay website

Who else has access to this data:

All Active8 Staff and Active8 contractors have access to this data and as such have received appropriate training to safeguard the information you provide, which includes the storing of the data and what it is used for.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the bookings website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at bookings@active8minds.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Active8 Minds – Unit 11E – The Wren Centre – Emsworth – PO10 7SU

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

