



Privacy Policy

123-Shine Holiday Club acts as a Data Controller for the purposes of GDPR. To process your booking/enquiry we need to collect personal details about you and all the children on your booking. 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 and your child(ren).

By creating an 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.

What is our legal basis for processing data?

Our lawful bases for processing data are as follows:

Consent – consent has been obtained to use personal data

Contract – the processing of data is necessary to fulfil our service agreement with customers

Legitimate Interest – we use your data to pursue our legitimate interests in such ways which would be reasonably expected in order to operate our business and which does not impact on the freedom or rights of customers

When do we collect data?

When you register your details with us or make a booking we will need to collect certain personal details in order to process your booking and make the necessary arrangements for your child(ren) to attend activities.

Prior to attending an activity we will also need to collect more sensitive personal data, specifically relating to the children on your bookings, such as medical conditions, allergies and educational needs in order to ensure we can provide the appropriate care for your child. During activities you may need to complete forms which will require personal information relating to you or your child or if you contact us with a query/complaint.

We may also collect data from you in other ways that will request your name, address, email address and telephone number.

We will also collect data from you for monitoring and marketing purposes including when you visit our website, click on our ads, enter a competition, complete a survey, follow us through social media or sign up to email or text messages.

What data do we collect?

Account Holder details - Name, address, DOB, telephone numbers, email address, encrypted log in password, details of your interactions with us e.g. a query on your



account/complaint, details of your visits to our website (see Cookies), personal details to help tailor our services to you.

Children's details – Name, address, DOB, medical, behavioural or educational needs, school and registered GP.

The law requires us to take reasonable steps to ensure data is kept accurate and up to date. We remind customers to update details when logging into their.

Website

We collect data when you visit our website, interact with us on social media, or click on our advertisements. This data includes details such as your browser type, IP address, operating system, device type, pages visited, time spent on the site, and general location. This information is gathered for statistical purposes to help us enhance your online experience. The data collected is anonymized and does not identify individual users.

Cookies

Our website 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, determine relevant products to show you for re-marketing purposes, track where visitors have come from or to improve user experience. 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, page interaction information, 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.

How do we use your data?

If you have a booking with us, we will use your data in relation to delivering our childcare services, to contact you with information relating to your booking and your child(ren)'s time at an activity, to protect the welfare of your child, to comply with our legal obligations and to process payments.

Marketing Communications

If you have registered an account with us, we may use your data to contact you via post, email, phone, or text message with updates about offers, news, services, and products. We may also contact you regarding prize draws or competitions you've entered or to request feedback through surveys. We will only send such communications if you have opted in to receive them. You have the right to opt out of marketing communications at any time.



Please notify us if your details or preferences change so we can keep our records accurate and up to date.

Opting In/Out

Your privacy is important to us, and we want to ensure you're in control of your data. You can opt in or out of marketing communications at any time by adjusting your preferences. This can be done by:

Logging into your account and updating your settings.

Contacting us at info@123-Shine.com or calling us on 0203 576 5658

Clicking 'unsubscribe' at the bottom of any marketing email from us.

Replying with 'STOP' to any SMS messages.

We will update your account preferences accordingly. Additionally, you can manage your cookie preferences when you first visit our website.

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 necessary to fulfil a particular service on your behalf or as part of our normal business activities. For example, your payment will be taken via a secure card processing company called **Stripe**. Any details passed on will be transferred in a secure manner.

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.

How do we protect data?

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 databases, our IT systems are password protected and all payment transactions are encrypted.

Security and passwords - When you create an account with us you are assigned a Customer ID number. Your account will require an email and password so that you can access your details online. The password is automatically generated by the booking system and we recommend you keep this password safe for future bookings.

Please do not share your password with anyone. Unfortunately, the passing of data via the internet is not completely secure therefore any transmission is at your own risk. 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, please notify us as soon as possible.



How long do we keep data for?

There are legal requirements for how long we have to keep data for before destroying it. Due to the nature of our services involving children we are required to keep information relating to each child and their booking for 3 years after the child would have turned 21 years. When the time arises, we securely delete and destroy all of the information we hold. Hard copies of personal data are shredded and electronic copies are securely deleted.

Whilst we hold data for longer, we will only actively use this to contact you regarding our products and services within a maximum of 3 years after your last booking/enquiry with us.

Your rights

You have the following rights in relation to your data:

Right to access, rectification, erasure, data portability, object and automated decision making (including data profiling).

If you would like to exercise any of these rights please email admin@123-shine.com or call 0203 576 5658.

Please note that in some circumstances we will still need to retain certain data in order to comply with our legal obligations.

If a subject access request is put forward, we will send the information within one month and free of charge – this will be sent in a protected file.

If you are not happy with the way we have handled your data, or responded to your requests you can lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns or by phone on 0303 123 1113.

Changes to our policy

We reserve the right to update this policy from time to time and we will keep you informed by updating this statement on our website.

Get In Touch

Email: admin@123-shine.com

Telephone: 0203 576 5658.