

# Privacy Policy

Last Updated: March 2025

At Icklewoods Forest School, we are committed to protecting your privacy. This policy explains how we collect, use, and protect your personal data when you make a booking.

## 1. Information We Collect

When you book a session, we collect the following information:

- Personal Details – Name, contact number, email address, address and emergency contact details.
- Child Information – Name, age, medical conditions and allergies.
- Booking & Payment Information – Session dates, payment details (processed securely via third-party providers).
- Communication Preferences – Your consent for receiving updates, newsletters, and reminders.

## 2. How We Use Your Information

We collect and use your information for the following purposes:

- Processing Bookings – To confirm and manage your Forest School sessions.
- Health & Safety – Ensuring the well-being of all participants by keeping essential medical and emergency contact details.
- Payment Processing – Securely handling payments through trusted third-party platforms.
- Communication – Sending booking confirmations, reminders, and important updates.
- Legal & Safeguarding Obligations – Ensuring compliance with UK laws and safeguarding policies.

## 3. How We Store & Protect Your Data

We take data protection seriously and use appropriate measures to keep your information safe:

- All personal data is stored securely and accessed only by authorized staff.
- Payment details are processed via secure, encrypted payment gateways (we do not store payment information).
- We comply with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

## 4. Sharing Your Information

We do not sell, trade, or share your personal data with third parties, except in the following cases:

- Legal or Safeguarding Requirements – If required by law or for child protection purposes.
- Third-Party Payment Processors – When booking sessions, payment details are securely handled by [Payment Provider Name].
- Emergency Situations – If medical assistance is needed, we may share relevant details with healthcare professionals.

## 5. Photography & Media Consent

We respect your privacy and will not post pictures or videos showing you or your child's face without consent.

- You can manage your photo consent preferences during the booking process or by contacting at any time.

## 6. Your Rights Over Your Data

You have the following rights under the UK GDPR:

- Access – Request a copy of the data we hold about you.
- Correction – Ask us to update or correct inaccurate information.
- Deletion – Request that we delete your personal data (unless required for legal or safeguarding reasons).
- Withdraw Consent – Change your preferences for communication or media consent at any time.

To exercise these rights, please contact us at: [icklewoodsfs@gmail.com](mailto:icklewoodsfs@gmail.com).

## 7. Cookies & Website Tracking

Our website may use cookies to improve your experience by remembering preferences and analysing site usage. You can manage or disable cookies through your browser settings.

## 8. Contact Us

If you have any questions about this privacy policy or how we handle your data, please contact:

Email: [icklewoodsfs@gmail.com](mailto:icklewoodsfs@gmail.com)

We are committed to protecting your data and ensuring a safe, enjoyable Forest School experience.