



# Camp Enchanted Privacy Policy

This is our Privacy Notice. In it you can find all the information you need about how we use your personal data.

## Who we are

Camp Enchanted Ltd. Registered in England. Company registration number 14483887. Registered office 28 Burgh Wood, Banstead, SM71EP

## Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine reason to need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will inform you and the ICO of any personal data breaches in line with our legal obligations.

## What information do we collect from you

Our members are campers or the parents of campers (if the camper is a child). Camp Enchanted will be what is known as the 'Controller' of the personal data you provide to us, we will ensure the data you provide us with is kept securely. We only collect basic personal data about you. When we collect, use, share, retain or do anything else with your personal information (known collectively as 'processing') we are regulated under the General Data Protection Regulation (GDPR) and are responsible as 'controller' of your information.

## This notice applies to you if you are:

- An existing or prospective family;
- A person with parental responsibility for a camper;
- An existing or prospective camp volunteer or official; and
- Anyone wishing to sign up to marketing communications via our website.

## We have a separate notice relating to employees.

We record your name, postal and email addresses, telephone number(s) and contact preferences when you enquire via our website. We also record your child's name, date of birth, gender, address, preferred phone contact details and medical history.

## Why do we need to collect this information

We use your contact details to respond to your initial enquiry, manage your child's bookings and to let you know about our products and services which may be of interest to you. This includes the use of email and text if you have agreed to receive this information from us electronically.

## Some examples are:

Administration of your child's application

Bookings of sessions

Contacting you with regards to any updates and changes to sessions

We may also use the information to:

Advertise our products and services

To process refunds, administer and maintain accounts and records as required by law

To prevent crime and aid in the prosecution of offenders

We would also like to use your details for anything which may be of interest to you or your child, for example

Newsletters and promotions Surveys

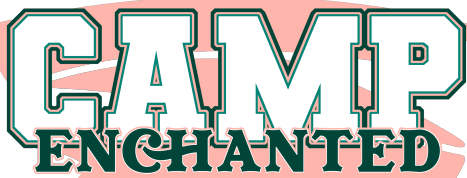
Prize draws/in-house competitions External competitions and events

We would like to send this information via email, telephone, text or post.

If there are no places available at the time of first enquiry, we will hold your details on a waiting list and contact you (by the preferred method stated by you) when a place becomes available.

Goods and Services Purchased

We will keep a record of all goods and services supplied by us at your request, for your child. This will only kept for as long as it is needed to be and within the requirements of the law.



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## Payment details

We need to collect payment from you for our service. We do not have access to your full payment details, we use secure payment providers to process card transactions and direct debit payments.

Paypal's privacy policy can be found here <https://www.paypal.com/en/webapps/mpp/ua/privacy-full>.

Membership Administration – Active Network

We use software called Active Network to administer Camp Enchanted their privacy policy can be found here [https://www.activenetwork.com/information/privacy-policy?clckmp=activecom\\_global\\_footer\\_yourprivacyrights](https://www.activenetwork.com/information/privacy-policy?clckmp=activecom_global_footer_yourprivacyrights)

## Details about your child

We keep a register of your child's personal information on attendance at each session they take part in, in addition we keep emergency contact details and essential health information e.g. allergies. This information is also taken to any events that your child is a part of. We use the information you give us about your child to safeguard their health and safety.

## Incidents or Accidents

If your child is involved in an incident or accident at one of our sessions, we will record details in our incident and accident book. This is in order to comply with our obligations under health and safety legislation. This information is held at reception and you can view any entry pertaining to your child at any time. We always have qualified first aiders on site.

## Photography

We will not take an image of your child without prior consent from you. If you would like your child to be included in a photo session, you will be asked to sign a Photographic Release form. Occasionally we may wish to film a session for training purposes. The film will not be used for any other purpose, and we will ask for your written consent. Any consent you give can be withdrawn at any time in writing, see 'contacting us' below. When your child no longer attends sessions with us, images will not be stored. They will be deleted, removed or destroyed. All film and photos of children will be published in line with our safeguarding policy.

## Your personal circumstances and special categories of personal data

This is a category of information that is more sensitive and requires even greater protection. If you give us any special data, for example information regarding your or your child's medical history, details of disability, personal circumstances, religion, race or gender identity etc. we will keep it on file and it will be treated in the strictest confidence and it will only be processed in exceptional circumstances when you have given express permission.

## Additional Information

If our staff have concerns and ask you for additional information regarding your child's health, for example to ensure the safety of your child or to comply with our obligations under health and safety law. Where this is to provide a service to you and your child, we will always ask for your written agreement. If you are not happy for us to have this information you do not have to agree. If you do agree at the time, but change your mind at a later date you can withdraw your consent by writing to us, see 'Contacting Us' below. Please note this may mean your child is unable to take part in a supervised activity.

## Correspondence

If you contact us either electronically or by paper we may keep a record of that correspondence. We may also keep any comments and responses you submit via surveys or feedback; which we use in order to improve our facilities and services and to assist us in dealing with any query you may have.

## Sharing your personal data

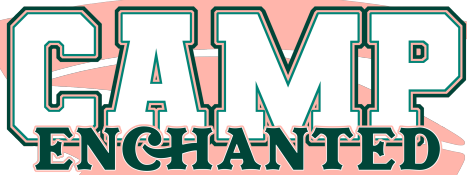
You and your child's privacy is our priority and we do not, under any circumstances, sell your information to any third parties.

We will only share data with third parties who will help process or administer our services or who will provide advice and take action in relation to the collection of debts.

## Why we share information about you

### Complying with legal and/or regulatory responsibilities

We may be required to share information with bodies such as Her Majesty's Revenue & Customs (HMRC), Health & Safety Executive (HSE), Police and Information Commissioner's Office (ICO).



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We may also share information with other organisations to safeguard children. Any information that is shared will be strictly limited to what is required to ensure children are protected from harm and will be carried out in accordance with the law and relevant government guidance.

## Insurance

Campers personal insurance for accident or injury is included in the price. You do not need to obtain campers individual insurance policy.

All service providers are contractually required to ensure your information is secure and cannot use this information for their own purposes. Where we are required to share information with them to provide the service, we only disclose information that is strictly necessary to deliver the service.

Except for the above, we will only share your information with any other third parties with your prior agreement.

## How long do we keep your information

We keep the information that you provide or that we collect from you only for as long as we need to, in line with the reason it was collected. If you do not return to camp or cease to have a relationship with the camp, we will delete any information you provided within two years, except for any financial/accounting records which need to be retained for six years in line with UK tax law.

We may keep certain information for longer than this if we have a justifiable reason for keeping it or it is required by law for example record of accidents or incidents must be kept for 3 years (or 3 years after reaching age 18 if the injured person is a child).

## Your rights

You have the right to request a copy of the personal data that we keep about you or your child. If you would like to know or correct the personal information we hold, please write to us, see 'contacting us' below. We will always respond using the same method as the original request unless otherwise instructed.

You have the right to ask us to erase all your personal data held by us under certain circumstances.

You have the right to ask us to stop processing your personal data. This does not include processing which is still outstanding for a service already provided, for example outstanding payment processing.

If we believe we have a legitimate reason for processing your personal information we may decline your request. Under certain circumstances, for example if we decline your request to stop processing, you have the right to ask us to restrict the processing of your personal data until an outstanding matter is resolved.

## Your right to complain

If you are unhappy about how we process your personal data you should raise your concern with us first - see "Contacting Us" below. If you are not happy with the way that we deal with your concerns you can contact the Information Commissioner's Office (ICO) at [ico.org.uk](http://ico.org.uk)

## Cookies

When you visit our website or mobile application, our website host Wix may send you cookies. A cookie is a small file that can be placed on your computer's hard disk or mobile device for record keeping purposes and they may use them to do a number of things:

If you do not wish to use cookies, you may de-activate cookies in your web-browser or reject the creation of cookies. You may wish to seek technical assistance from your browser provider if you do not know how to do this.

## Changes to this privacy notice

We may update this Privacy Policy at any time, the updated version will apply.

## Security and Liability

In order to comply with our obligations we will protect your personal data from unauthorised access, misuse, alteration or loss by using commercially reasonable security measures.

Unfortunately the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of any data transmitted to our site; any transmission will be at your own risk. You should ensure that you use appropriate virus checking software and firewalls.

## Contacting Us

All questions, comments and requests regarding this privacy policy should be addressed [office@campenchanted.co.uk](mailto:office@campenchanted.co.uk). We will respond to you within 28 days.

Or by writing to: The Directors Camp Enchanted Ltd, 28 Burgh Wood, Banstead, SM71EP