



## Privacy Policy

**Your privacy is extremely important to us at Ramajay Kids. We use your details to contact you via email/mail or text to make sure your bookings run smoothly and with information about our services. You may opt out of our mailing list at any stage after booking.**

**Our email marketing is sent through Mailerlite and our email is hosted by Google G Suite; both are GDPR compliant. Payments are processed through Stripe, who are PCI DSS compliant.**

**Ramajay Kids is registered with the Information Commissioner's Office (ICO), under the Data Protection Act 2018.**

**If you have and queries regarding your privacy, please get in touch via the 'Contact Us' page, or directly via [privacy@ramajaykids.co.uk](mailto:privacy@ramajaykids.co.uk)**

### RAMAJAY KIDS LTD - PRIVACY POLICY

#### 1 INTRODUCTION

1.1 We are committed to protecting and respecting the privacy of you and those we provide services for and to. Ramajay Kids is a childcare service provider. In this privacy notice, references to "**we**", "**us**", "**our**", or "**Company**" is a reference to **Ramajay Kids Ltd**.

1.2 This privacy notice deals with any personal data we process as a result of you using our website. It sets out the basis on which any personal data we collect from or about you is handled by us in the course of our relationship with you.

1.3 Please read the following carefully to understand our views and practices regarding personal data.

1.4 We comply with all applicable data protection laws and regulations ("Data Protection Legislation"), which may include the General Data Protection Regulation 2016/679 ("GDPR"), the retained EU law version of the GDPR ("UK GDPR"), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426). The Data Protection Legislation continues to change in the UK and we continue to update our practices in light of these changes.

1.5 If you are reading this privacy notice online, we recommend that you print and retain a copy for future reference.

#### 2 INFORMATION WE COLLECT

##### Information given to us by you

2.1 We may receive personal data about you in a number of ways including as a result of:

2.1.1 using, visiting or interacting with our website (such as filling out forms or registering for services or marketing communications);

2.1.2 corresponding with us by phone, e-mail or post;

2.1.3 signing up to and attending one of our activities or camps.

2.2 Information you provide to us may include:

2.2.1 full name;

2.2.2 contact details for you and/or the child (including home address, e-mail address, mobile, home and/or work phone number).

2.3 It is important that the personal data we hold is accurate and current. Please keep us informed if any personal data given to us changes during the course of the relationship between us and you, your child or pupil.

### **Technical information we collect when someone visits our website**

2.4 When someone visits our website we may automatically collect the following information:

2.4.1 technical information, including the Internet Protocol (IP) address used to connect a computer to the Internet, geographical location, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform and referral site; and

2.4.2 information about the visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); pages viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our number.

2.5 Our website may contain links to and from the websites of our partner networks, advertisers, suppliers and affiliates. Please note that when following a link to these websites, they are not covered by this notice and may have their own privacy notices. We do not accept any responsibility or liability for these notices. Please check these third party notices before submitting any personal data to these websites.

## **3 USES MADE OF THE INFORMATION**

### **Information given to us by you or, if you are a pupil, participant or prospective pupil or participant, given to us by your parent or teacher**

3.1 We will use the information we receive to pursue the following legitimate interests (as applicable to our relationship with individual the data relates to):

3.1.1 to promote our objects and interests, ensuring the most efficient management of the organisation and that its legal obligations are adhered to, provided the interests and/or fundamental rights of you, your child or pupil do not override those interests;

3.2 In order to pursue the legitimate interests referred to in paragraph 3.1, we may rely on software applications and other technology to process personal data. The third parties we use to deliver these applications are carefully chosen and vetted by us to ensure that, among other things, your information is kept secure. For further information on the kind of technology we use, please contact our Data Protection Officer (see paragraph 9).

3.3 We will also use the information we receive as is necessary to carry out our obligations arising from the contract (or potential contract) between you and us and to provide the information and services requested from us or receive the services we request from you. For example, we may be responding to an enquiry about our services and will use personal data where necessary to provide our services.

#### **Technical information we collect when someone visits our website**

3.4 We will use this information for the following legitimate interests:

3.4.1 to contact someone who has made an enquiry to us via our online enquiry form;

3.4.2 to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

3.4.3 to improve our website to ensure that content is presented in the most effective manner, and the online experience is as effective and appropriate as possible, for the user and for the user's computer;

3.4.4 as part of our efforts to keep our website safe and secure.

#### **4 TRANSMISSION OF PERSONAL INFORMATION OUTSIDE THE UK OR THE EEA**

4.1 The data that we process may be transferred to, and stored at, a destination outside the UK, or the European Economic Area ("EEA"). We try to limit this where possible, but it may be necessary where, for example, one of our suppliers has a data centre outside the UK or the EEA. We will take all steps reasonably necessary to ensure that data is treated securely and in accordance with this privacy notice and that the appropriate legal safeguards are in place prior to the transfer, for example ensuring that any contracts between us and the recipient of the information have standard data protection clauses or the country we are transferring the data to is deemed by the UK Government as an adequate country.

#### **5 YOUR RIGHTS**

5.1 Under Data Protection Legislation, you have the following rights:

5.1.1 **Right to correction.** You have the right to have inaccurate personal data about you rectified.

5.1.2 **The right to erasure.** You have the right to request that we delete your personal data where: (a) the personal data is no longer necessary in relation to the purposes for which they were collected or processed; (b) you withdraw your consent to processing for which we previously obtained your consent or consent from your parent or teacher; (c) you object to the processing and, as a result, we agree to cease that processing (please see paragraph 5.1.5 for more details); (d) the personal data has been unlawfully processed; or (e) we are required to erase the personal data in order to comply with the law.

5.1.3 **Right to restriction.** You have the right to obtain from us the restriction of processing where: (a) you contest the accuracy of the personal data we hold about you; (b) the personal data has been unlawfully processed; (c) we no longer need the personal data but it is required in limited circumstances; or (d) you object to the processing and, as a result, we agree to cease that processing (please see paragraph 5.1.5 for more details).

5.1.4 **Right to request transfer.** In certain circumstances, you have the right to receive personal data from us in a structured, commonly used and machine-readable format and the right to have such personal data transmitted to a third party organisation.

5.1.5 **Right to object.** You have the right to raise an objection to any of our processing in paragraphs 3.1 and 3.2. Please tell us if you object to any type of processing that we do and we will work with you to address any concerns you may have.

5.1.6 **Right to object to marketing.** If you do not want us to process your personal data for direct marketing, please tell us and we will ensure that we no longer do this.

5.1.7 **Right to complain to the ICO.** Whilst we would always prefer it if you approached us first about any complaints or queries you may have, you always have the right to lodge a complaint with the Information Commissioner's Office.

5.1.8 **Right to request access.** You have the right to access personal data we hold about you. Please contact our Data Protection Officer if you wish to do so (see paragraph 9).

## 6 HOW LONG WE KEEP PERSONAL INFORMATION

6.1 We will not keep any personal data for any longer than is necessary for the purposes for which the personal data was collected or satisfying any legal, accounting or reporting requirements.

6.2 For further information about the criteria we use to determine what periods we keep specific information, please contact our Data Protection Officer (see paragraph 9).

## 7 USE OF OUR WEBSITE

7.1 Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website or other system, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. 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 your data transmitted to our website; any transmission is at your own risk. Once we have received information, we will use strict procedures and security features to try to prevent unauthorised access.

## 8 COOKIES

8.1 Our website uses cookies to distinguish between each user of our website. This helps us to provide users with a good experience when browsing our website and also allows us to improve our site.

## 9 CONTACT US

9.1 Questions, comments and requests regarding this privacy notice should be addressed to our Data Protection Officer at [DPO@ramajaykids.co.uk](mailto:DPO@ramajaykids.co.uk).

## 10 CHANGES TO OUR PRIVACY NOTICE

10.1 Any changes we make to this privacy notice in the future will be posted on our website and, where possible and appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy notice.

This policy was adopted by: Ramajay Kids

Signed: Tiana Parry

Last reviewed: May 2024

To be reviewed: May 2026