



Privacy Policy

In line with GDPR our Privacy Policy sets out how we use and protect information you give us when you use our website and through other documentation you provide for us.

Website

Should we ask you to provide certain information by which you can be identified when using our website; you can be safely rest assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this page. We encourage all users to check this page from time to time to ensure you are happy with any changes.

What we collect

We may collect and process the following classes of data about you:

Information you give us

This is information about you that you provide to us on our site (when making purchases, subscribing to our newsletter, subscribing to be kept up to date, reporting a problem, writing a review, sending us correspondence or any details you provide when registering to use our site). This information includes your name (first and last name), address, phone number, e-mail address, financial and credit card information, order details and other information that you provide us with.

Information we collect about you

We collect information automatically about your visit during your time on our website referred to as "cookies". The information collected allows us to deliver you with a positive user experience when you browse the site. It also helps us to identify areas of improvement.

Information we receive from other sources.

We may work closely with third parties (including, for example, business partners, payment and delivery services, advertising networks, analytics providers, search information providers, marketing agencies and credit reference agencies) and may receive information about you from them. We may combine this information with information you give us and information we collect about you.

What we do with your information

The information we collect is important to us as it allows us to better understand your needs and in turn provide you with a better service. Your information is used in a variety of means including:

To carry out our obligations arising from any contracts entered into between you and us and to provide you with information, products or services that you request from us.

To process purchases, refunds, exchanges and other transactions.

To provide you with information about other goods and services.

To allow you to participate in interactive features of our service, when you choose to do so.

To notify you about changes to our service(s).

To analyse for fraud protection and credit risk.

To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

To keep our site safe and secure.

To improve our site to ensure that content is presented in the most effective manner for you and for your computer.

To make suggestions and recommendations to you and other users of our site about goods or services that may be of interest to you.

Social Media platforms

We operate social media platforms. These platforms are, in most cases, operated outside of the EU and do not comply with current Data Privacy Act and subsequent GDPR provision although they may well conform to the U.S Privacy Shield protocol. It is our process and protocol that any personally identifiable data gathered on these platforms is only in response to users interacting out of their own volition with our marketing pages. The contact is deemed as a legitimate business enquiry. The personal contact data is removed from the site once the enquiry is processed or the user has requested to do so.

Analytics

Our website uses Google Analytics to collect information about how visitors use our website. We anonymise this data at the point of collection and automatically delete user and event data that is older than two years.

When you book with us - Registration Forms & Consents

All personal information provided in this document and any additional information held is covered by the Data Protection Act 1998 and is strictly confidential. The only time we may share your child's or your information is in the following circumstances;

- In the case of a medical emergency
- In the event of a safeguarding concern

- In the event of a Covid-19 case within the group bubble or another notifiable disease
- In the event of a serious accident or injury that is required to be reported to Riddor
- If your child has a special educational need or disability
- With other staff within the company for the safety and wellbeing of your child or outside agencies that are running additional activities for the sessions
- With local authorities who own or manage the sites we are using for our sessions
- Photos, videos & observations as per specified in the above consents

Wherever possible, you will be informed of your information being shared before the event taking place but under some circumstances this may not be possible eg. An extreme medical emergency or serious safeguarding allegation.

On booking with The Nurture Circle Ltd. you will be automatically added to our mailing list to be kept informed of changes to sessions, other services, our newsletters and early bird booking. If you wish to be removed from our mailing list at any time please email office@thenurturecircle.co.uk with your request.

We also recommend that you follow our facebook page @thenurturecircle for regular updates and news regarding our sessions and services.

Sharing of information

We do not share, sell, lend or lease any of the information that uniquely identify a subscriber (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested. In order to fulfil your order, process your payment details and to provide you with services, we may share your personal information with our trusted service providers including but not limited to payment gateway provider, delivery partners, analytics & search engine providers and credit reference agencies.

How we store your personal data

All information provided is stored on our secure servers and we take realistic steps to protect your information in accordance with this privacy policy. 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 the website; and any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security

features to try to prevent unauthorised access.

Links to other websites

It is quite possible that our website will include links to other websites of interest. Once you have used these links and leave our website, it is important to note that we not have any control over that website or its policies. We therefore cannot be held responsible for the protection and privacy of any information which you may provide to those websites. Any third-party website included as a link on our website is not governed in any way by this privacy policy.

Your rights

You have the following rights under law in respect of your personal information:

The right to be informed about the collection and use of your personal information;

The right of access to your information to verify the legality of our use of it;

The right to request that inaccurate or incomplete information about you is rectified;

The right to request the deletion or removal of your information where there is no further reason for us to use it (such as you have withdrawn your consent);

The right to restrict the use of your information;

The right to obtain and reuse the information that we have about you for your own purposes;

The right to object to certain uses (such as for marketing purposes); and

The right not to be subject to a decision that has a legal effect on you that has been based on an automated decision.

Should you wish to exercise any of these rights or have an enquiry or concern about our privacy & cookie policy, please contact us at office@thenurturecircle.co.uk

This policy was adopted on	Signed on behalf of the company	Date for review
07/06/2021	<i>Geri Weeks</i>	07/06/2022