



Health Pockets

Just Play Sport . My Edible School . Henley Holiday . Forest School

Privacy Policy

This privacy policy sets out how Health Pockets and it's subsidiaries uses and protects any information collected when you sign up to our club.

Health Pockets is committed to ensuring that your privacy is protected. Any information by which you can be identified will only be used in accordance with this privacy statement.

Health Pockets may change this policy. You should check this policy from time to time to ensure that you are happy with any changes and each time before you submit your personal information. The policy can be found on our website www.HealthPockets.co.uk or you can ask to see it at one of the clubs.

Health Pockets and it's subsidiaries respect the privacy of the children attending our clubs and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required is erased after you have informed us that your child has ceased attending our clubs.

We will use the contact details you give us to contact you via phone, text, email, social media, through our online booking system and post so that we can send you information about your child, our clubs and other relevant news, and so that we can communicate with you regarding payment of our fees. We may need to contact you when your child is in our care.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf
- have obtained your prior permission



deal with emergencies during club time

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

We will not be able to continue to care for your child if we do not have sufficient information about them

Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so cannot delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

By agreeing to our Terms and Conditions you are giving permission for us to contact you regarding relevant matters.

What Do We Need Personal Information For?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal record keeping.

We may use the information to improve our products and services.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

We may need to contact you during the club if there is a matter concerning your child and in emergencies may need to give details to the required personnel.

We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.



HEALTH POCKETS

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www.HealthPockets.co.uk

Creating Pockets of Health in Local Communities, Schools & Homes

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

