



Privacy Policy

1. Introduction

This Privacy Policy explains how **Munchkin Sports LTD** (“we”, “us”, “our”) collects, uses, stores and protects personal information when you use our website or book via our booking systems.

At Munchkin Sports LTD, we are committed to protecting and respecting the privacy of children attending our provisions and their parents and/or carers, in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and Ofsted requirements. 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 club. 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 club and other relevant news, and so that we can communicate with you regarding payment of our fees.

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.

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.

Munchkin Sports LTD is registered with the Information Commissioner’s Office (ICO) as a Data Controller and complies with the UK General Data Protection Regulation and the Data Protection Act 2018.

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).

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.

This policy may be updated from time to time. Please review it regularly.



2. Who We Are

Munchkin Sports LTD

Registered Address:

63 High Street
Chislehurst
Kent BR7 5BE

Trading Address: Groundsman's Cottage,
The Pavilion, St Dunstan's Jubilee Grounds,
Canadian Avenue, London, SE6 4SW

Email: admin@munchkinsports.com

Telephone: 020 8658 3777

We are the Data Controller for all the personal data we collect relating to children, parents/carers and staff, and the online booking systems that we use are the Data Processors that process your data on our behalf.

3. What Information We Collect

You may browse the website without telling us who you are or revealing any personal information. The only information gathered during general browsing is from standard server logs. These include your IP address, domain name, browser type, operating system, and information such as the website that referred you to us, the files you downloaded, the pages you visit, and the dates/times of those visits. This information is not used to develop a personal profile of you. The log files are regularly purged.

If you register for any of our services, we may collect the following personal information about parents/carers and children:

- Names and personal details
- Contact details (email, phone number, address)
- Child details (date of birth, medical, dietary or safeguarding information where required)
- Attendance records
- Payment information (note: Munchkin Sports LTD do **not** store card details)
- Communications with us

4. How We Use Personal Information

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

We use personal data to:

- Provide safe and appropriate care for children
- Fulfil our contractual obligations to parents/carers
- Communicate about attendance, wellbeing, activities and fees
- Meet safeguarding and legal obligations
- Maintain accurate records
- Improve our services
- Send relevant service updates and information
- Marketing communications will only be sent where permitted by law, and you can opt out at any time.



5. Lawful Basis for Processing

Under UK GDPR, our lawful bases for processing personal data are:

- **Contract** – to deliver childcare and related services
- **Legal obligation** – including safeguarding and record-keeping duties
- **Vital interests** – to protect a child's wellbeing
- **Consent** – where required (e.g. photographs, optional communications)

6. Sharing Personal Information

We will only share personal information where necessary and lawful, including:

- If we have a safeguarding concern
- With government bodies, Ofsted or law enforcement, where required
- With trusted suppliers processing data on our behalf (e.g. booking or payment systems)
- Where you have given explicit consent

We do **not** sell or rent personal data to third parties.

7. Data Retention

Personal data is stored securely and only for as long as necessary.

When a child leaves our care, we securely delete data that is no longer required.

However, we must retain certain records (e.g. attendance, accident or complaint records) for statutory periods in line with legal and Ofsted requirements.

8. Your Rights

Under data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of data (where legally possible)
- Restrict or object to processing
- Withdraw consent (where applicable)

We will respond to all data requests within **one month**.

Please note that we may not be able to continue providing care if essential information is withdrawn.

9. Complaints

If you are unhappy with how we handle your data, please contact us first.

You also have the right to complain to the **Information Commissioner's Office (ICO)**.



10. Security

We are committed to ensuring that your personal information is secure, and take all reasonable technical and organisational measures to protect personal data from loss, misuse or unauthorised access, with access to personal data restricted to authorised staff only. We assume no responsibility for the security of such information.

11. Cookies

Our website uses cookies to:

- Enable essential website functionality
- Recognise logged-in users
- Analyse website traffic and improve user experience

Cookies do not give us access to your computer or personal information beyond what you choose to share.

You can control cookies through your browser settings, though disabling them may affect website functionality.

12. Consent

By using our website and services, and by agreeing to our Terms and Conditions, you acknowledge this Privacy Policy and consent to us contacting you regarding relevant matters.