



Privacy Notice

Wild Lives Forest School is committed to protecting your privacy. This statement explains how we use any information you give to us and the ways in which we protect your privacy. We ask you to read it carefully. We may be required to change it from time to time so we also ask you to check it occasionally to make sure you are aware of the latest version.

Our contact details

Wild Lives Forest School is a small business partnership in the UK registered with HMRC. Our registered business address is 192 Park Road, Bearwood, Smethwick, West Midlands, B67 5HU.

You can contact us by email at laura@wildlivesforestschool.co.uk or by phone on 07969 152119.

How we collect information about you

The personal information that we process is given to us directly by you when you:

- Book onto a Wild Lives session.
- Sign up to any of our waiting lists or register your interest in an event.
- Inform us of a change of circumstance or details, such as a change in emergency contact details.
- Contact us via social media, email or telephone.

The type of information we hold

We use information that we have about you and your child/ren to deliver Wild Lives forest school sessions.

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, you and your child's name and contact details)
- The payment of fees due
- Name and contact details of your emergency contact
- Information about any additional needs your child has
- Information about any allergies or dietary requirements your child has.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

- **Your consent. You are able to remove your consent at any time. You can do this by emailing laura@wildlivesforestschool.co.uk**
- Legitimate interest

What we do with the information we have

We use the information that you have given us in order to:

- Book you/your child/ren onto our sessions
- Cater for any additional needs
- Be aware of allergies and dietary requirements
- Notify you of any changes to our sessions
- Contact your nominated person in case of emergency
- Respond to an enquiry that you have made
- Seek your views on the services we provide
- Send you information about the services we provide. We will not contact you for marketing purposes unless you have given your prior consent.

We will not share your information with third parties unless specified in this policy or unless there is a proper legal basis for sharing your personal information, for example with the police, schools, government departments or other enforcement agencies

In case of an emergency, we may need to share with the emergency services details of your child including details of any medical conditions as provided to us by you.

How we store your information

We use third party data processors - these are secure online systems and any personal information shared with us is stored securely for necessary use by Wild Lives.

The following systems are in use and links to their privacy statements and policies can be found below.

Bookwhen – An online booking system we use to manage our bookings. Their privacy policy can be found here: <https://bookwhen.com/privacy>

Paper records – We keep a paper record of personal information including name, age, emergency contact details and allergies in a folder on site for use in case of emergencies. This folder is held by the Forest School Leaders during the session and travel to/from the session. We retain the details of customers who have booked onto a block of sessions within the folder until the session block has ended and the folder is kept in a locked cabinet outside of session times. Paper records are shredded when no longer needed.

We hold your personal information for as long as it is necessary for the session you are attending or until such time as you request that we delete your information.

Social media platforms - Communication, engagement and actions on external social media platforms are subject to the terms and conditions and privacy policies of those platforms. We advise customers to use social media platforms wisely and with due care and caution in regard to their own privacy and personal details. We will never ask for personal or sensitive information through social media platforms and encourage customers wishing to discuss sensitive details to email or telephone us.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at laura@wildlivesforestschool.co.uk if you wish to make a request.

How to complain

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113