



## Terms of Business

### Terms used in our privacy policy

**Personal data** is information about a living individual which is capable of identifying that individual.

**Process** is anything done with/to personal data, including storing it.

The **data controller** is the person/s or organisation who determines the how, what and why data should be processed.

### Understanding our privacy policy

The privacy policy, together with our terms of conditions for our classes, sets out how we will collect and process your personal data you have agreed to share with us. This includes the data you share when purchasing our books. References to “**we**”, “**us**” and “**our**” refer to KidsTime2Play and to “**you**” and “**your**” refers to you, the customer.

KidsTime2Play operates as a sole trader. We are also known as a data controller and have responsibility in the process of that data. Contact us: Suite 8A, 5 Rockware Business Centre, Rockware Avenue, Greenford, Middlesex UB6 0AA. E: [kidstime2play@hotmail.com](mailto:kidstime2play@hotmail.com) or via our website contact form.

### Website user’s personal data

We do not process or store any data when you use our website unless you wish to subscribe to our mailing list or contact us for information about one of our services. We will store your contact details for the purpose of us contacting you back. If you wish for your details to be deleted, then do email us and inform us at [kidstime2play@hotmail.co.uk](mailto:kidstime2play@hotmail.co.uk).

In order to provide our services to you, or if you have subscribed to our quarterly newsletter, we will need to collect and process information about you such as:

your name (first name and surname)

your email address

your contact number

confirmation of how you wish to hear from us in the future (Email, Text, Post)



To complete your online purchase with us (for a school or personal use), you will be asked to provide:

your account login details (to include a user name and chosen password where necessary),

your billing address

your shipping address (if different)

payment details (to the third party to complete your purchase transaction)

## **Website analytics**

We measure visitors to our website using Google Analytics. This records what pages you view within our site, how you arrived at our site and some basic information about your computer. All of that information is anonymous – so we don't know who you are; just that somebody had visited our site.

The information we collect from analytics helps us understand what parts of our sites are doing well, how people arrive at our site and so on. Like most websites, we use this information to make our website better. (You can learn more about Google Analytics or opt out if you wish).

## **Internet Security also known as “Cyber Security”**

As the user of the website, you also have a responsibility for protecting your device for detecting, preventing and responding to cyber threats. This includes viruses or malware, spyware, and so on.

## **How do we use and share your information?**

We provide you with other marketing information, products or services via our newsletter or verbally that you may request from us.

Personal data is important to everyone and we will treat any personal data we collect as confidential. We will not sell your name, address, e-mail address, or personal information to any third party. We will only share your information with our carefully selected service providers you have consented to. This is to enable us to carry out our services to you (as requested); or we may also share your information to enable us to comply with any applicable laws or lawful government and/or regulatory requests. Where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute). In that instance, we would need to share your data with relevant selected third parties and by provide your personal data to them in which you agree to us sharing this.

Everyone interacting us will receive the service and quality expected. In line with the current guidance of the General Data Protection Regulation (GDPR) 2018, we are known as data controllers. This means we will process your personal data which you have knowingly shared with us onto our electronic systems. We will not disclose, misuse or unwittingly share any identifiable details about you to third parties in any way that will cause harm or distress to you.



## **Social Media**

We interact with other social media platforms such as YouTube, Instagram, Facebook, LinkedIn. We will not share any data about you with them as a third party. Please refer to their privacy policies and ensure you are happy with their practices regarding data protection and acquiring your personal data.

We hold no responsibility to the information you have shared with them as a third party and how they use your information. It is your responsibility to ensure you fully understand your role when interacting with us on social media platforms by way of “liking”, “following”, commenting, “retweeting” or “sharing”, you understand that you are consenting for our interaction with you. Engagement with them and the level of security on your devices is your responsibility as the owner of that device.

## **Children Classes**

We offer a free trial before you commit to our weekly classes. We also hold special events where a free trial can also be offered. Classes are booked in 6 or 12 week block bookings in advance. Please arrive with your child on time to enable our team to start promptly. It is important that parents stay and encourage their child in joint play. Comfortable clothing and shoes must be worn at all times to ensure children can move around with ease and all children must have a water bottle to keep them hydrated during play.

## **Safety Notices**

We would like everyone to have fun and enjoy our classes safely. It is therefore important to comply with the terms & conditions of each class. If your child is unwell or becomes unwell, please let us know immediately. We will need to make adjustments to or consider health and safety requirements where necessary. If your child is receiving treatment for an infectious disease, please allow the recommended recovery time before they return to class. This will limit the spread of any infectious disease and allow them to fully participate and enjoy the class again.

## **Cancellation**

There is no reimbursement for the non-attendance of a child. Once you have paid for your class, you will be responsible for your child's attendance. Please adhere to our terms & conditions so that classes can run smoothly. Once the class starts, you have 1 week cooling off period. This means you have the choice to change your mind and cancel any booked classes after their first attendance and receive a full refund. However, should you cancel the remaining classes after that time, we will offer half refund. Any cancellations thereafter will not be entitled to a refund.

## **Conduct**

Due to the government's social distancing restrictions, we are mindful that practices may be restricted to small groups, or taken place in outdoor spaces. We expect all children to enjoy themselves but also respect their group with “kind hands, kind feet and kind words”. When interactive online learning is taking place, we also expect appropriate behaviour with good manners.



Respectful behaviours is expected at all times, but when such difficult behaviour present itself in class, the team will make necessary steps to comply with our Health & Wellbeing guidelines to ensure participants are able to enjoy themselves and distress because of the misconduct of others. Should behaviours become a concern in the class, we will have to stop the attendance of that person(s) until the behaviours have improved or managed well. We operate a 'Zero-tolerance behaviour' and have a level of expectation in all our classes. We have a Complaints Procedure, which anyone is welcome to access.

### **Medical/Special Needs**

If your child has any medical/special requirements, or allergies, please let us know when you sign your child up to our classes or event days to the email address below. Please give at least 2 days before the event day. Should your child have learning needs, please inform a member of our team so we can provide the appropriate support to make them feel welcomed and included.

### **Schools**

Schools will have a contract with us which sets out the expectations and the importance of running classes smoothly and professionally. We will ensure your child's school are informed of our practices and government's legal requirements, so parents can feel reassured and happy to allow their child to enjoy their time with us. All Team Building Workshops takes place at the school or educational setting recommended. Your child's school will be given to the Booklets that accompany the KidsTime2Play Books, and children are free to take this home to enhance and support their development.

### **Books**

KidsTime2Play will have a range of books for purchasing. You will have the option to buy them through our website as well as Amazon or directly via the Authors. Our contact details are below. If you are buying books via your child's school, please give them the following details to enable a smooth transition and collection of the books without disclosing your personal address. Please provide your **(child's full name & class, name of school, book title & number of copies)**. If you are collecting books directly, please leave your contact mobile number or email to receive a message regarding the time and day of collection. From time to time we offer discounts and promotions on books, please look out for these special dates.

### **T-Shirts**

Our children's t-shirts are available to purchase via our website. We offer have a range of sizes to fit children up to 10yrs old. Our turn around times are 10 days after placing an order. We often place orders on the last day of each month, so please be mindful of this when you are ordering with us. Once we receive your t-shirt you can collect it from the collection point or it will be posted to you by Royal Mail. Health & hygiene are very important to us, and due to the COVID-19 and government restrictions on goods, we are unable to exchange t-shirts at this time. We apologise for any inconvenience this may cause. However you will be entitled to a full refund on faulty goods only.



Helping children to:  
Learn, Laugh and Play

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## **Promotional Images/Videos**

As part of our promotion or event days, we take pictures and videos to use on our social media platforms (listed above). Our continued commitment is to not to disclose, misuse or unwittingly share any identifiable details or images of your child to third parties in any way that will cause harm or distress to you. This includes the protection of a child's full name, address, location, school or any other personal data you may have shared with us.

## **Agreement & Consent**

Once you are happy with the information you have read and agreed for KidsTime2Play to engage with your child. You are also aware and consenting to your child to be included in our promotional content which may be used on our social media platforms. If you do not wish for your child to take part, it is important you inform a member of our team on the contact details below before you start any classes with us. You also agree to the points outlined above and the purpose it is intended for.

## **Contact**

We are happy to receive your feedback or how we can improve our services to you. We can be found in different places:

W: [www.kidstime2play.co.uk](http://www.kidstime2play.co.uk)

E: [kidstime2play@hotmail.com](mailto:kidstime2play@hotmail.com)

T: Marcia Rowe 07930304495 / Kelita Wood 07958248707

Social Media: FB & Insta @KidsTime2Play and Tweets: @KidsT2P