



Privacy Policy

At Just Play Sports Ltd, we are committed to protecting your privacy and handling your personal data responsibly. This policy explains how we collect, use, and store personal data for both parents and children when processing bookings and delivering our services. By making a booking, you agree to provide this personal information and allow us to store it securely.

1. Data We Collect

For Parents/Guardians:

- Contact name, address, telephone numbers, email addresses
- Consent for your child's photograph to be used
- Bank details (if required to process refunds)

For Children:

- Name, address, date of birth, school
- Medical conditions, allergies, behavioural or educational needs

It is essential for health, safety, and safeguarding that this information is kept up to date. Parents/guardians are responsible for notifying us of any changes.

2. How We Collect Data

Data is collected through:

- Our online booking and contact forms
- Emails or phone conversations for registration or queries
- Social media interactions (competitions, surveys, page interactions)

We may also collect additional information in the event of accidents, incidents, complaints, or queries to ensure safety and high-quality service.

3. How We Use Your Data

Your information is used to:

- Process bookings and enrol children in sessions
- Communicate essential session information (e.g., cancellations, schedule changes)

- Respond to queries, complaints, or safeguarding concerns
- Contact parents in emergency situations

Marketing:

We may contact you about new sessions, offers, competitions, or surveys. You can opt out of marketing communications at any time, though essential session communications cannot be opted out of.

4. Storage and Security

- All digital data is stored on a secure database on our office computers, accessible only to senior staff in emergencies.
- Any remaining paper records are securely stored in a locked cabinet.
- Data is password protected and regularly reviewed for security.

5. Sharing Data

We do not pass your details to third parties except when necessary to comply with legal obligations or safeguarding requirements.

6. Data Retention

By law, children's personal data must be retained for 25 years. After this period, paper records are shredded and digital files deleted. Data will not be used for the full duration unless required for safeguarding or legal purposes.

7. Cookies on Our Website

Our website uses cookies to improve your experience, analyse traffic, and personalise services. You can accept or decline cookies via your browser settings. Cookies do not give us access to your personal data beyond what you choose to share.

8. Rights of Parents and Children

You have the right to access, correct, or request deletion of your personal data. Please contact us at **info@justplaysports.co.uk** to exercise these rights. Some data may need to be retained to meet legal obligations or safeguarding requirements.

9. Safeguarding and OFSTED Compliance

We handle all personal data with safeguarding as a priority. Data collection, storage, and sharing are consistent with OFSTED expectations, ensuring:

- Staff access to relevant information for the safety and welfare of children
- Secure storage of sensitive information
- Clear procedures for updating and reviewing information

10. Updates to This Policy

We may update this policy from time to time. Changes will be posted on our website.