



JOY TOTS PRIVACY POLICY

JOY TOTS IS COMMITTED TO PROTECTING AND RESPECTING YOUR PRIVACY. THIS POLICY EXPLAINS HOW WE COLLECT PERSONAL INFORMATION ABOUT OUR CUSTOMERS AND HOW WE USE AND STORE THAT INFORMATION.

How we gain personal information:

Personal information on our customers is gained through their booking of classes via PayPal, and confirmations sent to us by our website platform Wix. We also gain names, phone numbers and email addresses on those who are booking private parties with us or ordering products from us; this is knowingly given in person or via email. This is a legitimate use for future contract and once the relevant activity has taken place this information is no longer stored.

Data is only ever collected from the individuals themselves or through these named companies.

The information we hold on our customers contains:

- Full Name
- Email Address
- Address
- If you have requested a refund from us we may keep bank details in order to keep copies of these transactions for our records only.
- Media consent if we have taken a photograph of you or your child.

Our steps to ensure this information is kept safe are:

- The PayPal emails we receive are immediately deleted from our account and only accessible by logging into PayPal.
- Wix confirmations are kept until the relevant class has taken place.
- Our PayPal and Wix accounts are securely logged out from as are laptops and iphones.
- Our understanding is that both organisations have GDPR policies in place to keep our accounts and information safe and would inform us if there was a data breach.
- We prevent virus attacks by taking care when opening emails and attachments and have relevant anti-virus software.
- Any paper documents containing personal information is shredded upon completion of a service.

We never pass on personal data to other organisations, it is strictly for our own use and only retained for the period it is relevant to our business.

Customers Rights:

- the right to ask us what information we hold on them.
- to expect a response from us within 30 days
- to ask us to update or delete any information we hold on them.

What we will use customers personal information for:

We will only use email addresses to contact people about events we will be holding, and think may be of interest to them based on the classes they have previously booked.

Other Businesses associated with us:

Other practitioners and retailers use our space. This privacy policy only applies to Joy Tots and we cannot be responsible for the privacy policies and practices of other businesses and their handling of your data or their website should you take a class run by them held at Joy Tots.

Media Consent:

Occasionally we may ask if we can take photos of you and your little one enjoying a class or craft activity for our social media. We will ask you to fill in this form to give us your consent if the individual will be recognisable. We will always verbally ask for permission if the face is not shown.

I confirm I am the parent/guardian ofand I am happy for Joy Tots to use images of myself and my child for promotional purposes on (please tick as appropriate)

- Facebook
- Instagram
- Joy Tots website

Signed Date

Images will be held securely by us. They are not used by anyone but Joy Tots and are never passed on to third parties. If at any time you would like a photo removed please inform us and we will delete it within 30 days.

Contact us on:

hello@joytots.com

0131 5548943