

Privacy for Young People (under 18s) Updated: February 2023

Your privacy is important. When you visit an InspireAll Family Centre or use one of our services or nurseries, we get certain information about you. This information, like your name and email address, is called personal data. We want you to know what personal data we have about you and how we use it. We also want you to know that you have rights over that data.

We hope the language in this document will help you understand InspireAll's privacy practices.

If you have questions you may want to talk to your parent or guardian. Or you can contact our Data Protection Officer by emailing dpo@inspireall.com calling 07785 462 593, or by writing to:

**Data Protection Officer
InspireAll Leisure
The Venue
Elstree Way
Borehamwood WD6 1JY**

Sometimes we will update this document to make it clearer or to keep up with changes. Changes might be a new service, a different way of using your personal data or a change in the law. When we change it, we will change the 'last updated' date at the top of this document.

This document is a summary of our Family Support Service and Starjumps Nurseries Privacy Policy and does not replace it.

Personal data we collect

We collect personal data about you if you have used our services or visited one of our Family Centres. The types of personal data we get depends on which services you use or what you have done at our Family Centres.

If you book a course or session online, we will collect data like your email address and IP address. We may ask you to create a password.

If you attend an activity or session in person, we will collect attendance data and we may also get personal data from our CCTV cameras.

And sometimes we will get personal data about you from others. For example, when you register with the Hertfordshire Family Centre Service we get information about you from Hertfordshire County Council. We might also get information about you from your parents or carers or from the NHS and schools.

We visit local Parent and Toddler groups and other events. We may collect your information if you would like support from us.

How we use personal data

InspireAll uses personal data to help you and your family get the best from our services. We may use personal data to:

- Run activities you might be interested in where you live
- Provide support you and your family might need
- Collect feedback so we can improve our services and activities
- Run our business

We will not market our services directly to you by email, post or text.

Reasons we share personal data

We share personal data so we can complete transactions, provide services you use or keep you safe.

For instance, we may share data for the following reasons:

- To manage your Family Centre membership
- To manage your child's nursery place
- To keep you or others safe
- When we have to by law
- With other companies who work on our behalf (who can only use the data in the way we tell them to)
- If part of the organisation is transferred or sold to another organisation

We don't sell your personal data.

Your rights

The law says you can always:

- Ask us for a copy of the information we have got about you
- Change the information we have got about you, or bring it up to date, if it is wrong
- Change how you'd like us to get in touch with you
- Ask us to delete all the information we have got about you, if we don't need it any more
- Tell us we can't use information about you for anyone to sell you anything

Most of the time we can do this, but if for some reason we can't, we will explain why we can't.

You can tell us if you are worried about the way we are keeping or using information about you and want to make a complaint about this.

To do any of these, contact our Data Protection Officer by emailing dpo@inspireall.com, calling 07785 462 593, or by writing to:

Data Protection Officer
InspireAll Leisure
The Venue
Elstree Way
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Or you can speak to any member of staff.

We will get back to you in a month – or sooner.

You can get in touch with us in any of these ways too, if you have any questions about how we keep what we know about you safe and private.

Security of your personal data

InspireAll uses strong protection to keep your data safe. This protection helps prevent others from stealing your personal data or using it in a way that is harmful. But remember, online security is never perfect, so always be careful about what you share online.

How long we keep personal data

We keep your personal data for as long as we need to provide our services, comply with the law and for other legitimate reasons. You can control your data. If you no longer want InspireAll to use your data or to limit its use, please contact our Data Protection Officer.