

Cookies, Privacy and Data Protection Policies



Like most sites on the internet, this one uses cookies.

Cookies are small text files stored on your computer by your browser. They're used for many things, such as remembering whether you've visited the site before, so that you remain logged in – or to help us work out how many new website visitors we get each month. They contain information about the use of your computer but don't include personal information about you (they don't store your name, for instance).

This policy explains how cookies are used on websites in general – and, below, how you can control the cookies that may be used on this site (not all of them are used on every site).

About this Cookie policy

By accessing the Website, you agree that this Cookie Policy will apply whenever you access the Website on any device.

Any changes to this policy will be posted here. We reserve the right to vary this Cookie Policy from time to time and such changes shall become effective as soon as they are posted. Your continued use of the Website constitutes your agreement to all such changes.

Our use of cookies

We may collect information automatically when you visit the Website, using cookies.

The cookies allow us to identify your computer and find out details about your last visit.

If you do not allow cookies we can't guarantee that your experience with the Website will be as good as if you do allow cookies.

The information collected by cookies does not personally identify you; it includes general information about your computer settings, your connection to the Internet e.g. operating system and platform, IP address, your browsing patterns and timings of browsing on the Website and your location.

Most internet browsers accept cookies automatically, but you can change the settings of your browser to erase cookies or prevent automatic acceptance if you prefer.

These links explain how you can control cookies via your browser – remember that if you turn off cookies in your browser then these settings apply to all websites not just this one:

- Internet Explorer <http://support.microsoft.com/kb/278835> (this page links to further information for different versions of IE – the mobile version is at <http://www.microsoft.com/windowsphone/en-us/howto/wp7/web/changing-privacy-and-other-browser-settings.aspx>).

- Chrome: <http://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647>
- Safari: <http://docs.info.apple.com/article.html?path=Safari/5.0/en/9277.html> (or <http://support.apple.com/kb/HT1677for> mobile versions)
- Firefox: <http://support.mozilla.org/en-US/kb/Enabling%20and%20disabling%20cookies>
- Android: <http://support.google.com/mobile/bin/answer.py?hl=en&answer=169022>
- Opera: <http://www.opera.com/browser/tutorials/security/privacy/>

Your visit to the Website:

The following types of cookie are used on this site. We don't list every single cookie used by name but by type.

1. Personalisation cookies

These cookies are used to recognise repeat visitors to the Website and in conjunction with other information we hold to attempt to record specific browsing information (that is, about the way you arrive at the Website,

pages you view, options you select, information you enter and the path you take through the Website). These are used to recommend content we think you'll be interested in based on what you're looked at before.

2. Analytics cookies

These monitor how visitors move around the Website and how they reached it. This is used so that we can see total (not individual) figures on which types of content users enjoy most, for instance.

3. Third-party service cookies

Social sharing, video and other services we offer are run by other companies. These companies may drop cookies on your computer when you use them on our site or if you are already logged in to them.

Privacy & Data Protection Policy

Parks for Play Privacy Policy in Accordance with GDPR

Parks for Play is an independent charity which was created to provide play youth opportunities for young people with disabilities and additional needs in the local area. Parks for Play promises to only contact you in a way that works for you, and make it easy for you to tell us how you would like to receive information. We will also be completely transparent on what data we hold and why. We want you to always be completely comfortable with how your personal data is gathered and used.

This policy will explain how Parks for Play uses the personal data we collect from you and your child and was written in accordance with Data Protection Act 2018; which is the UK's

implementation of the General Data Protection Regulation (GDPR).

Topics:

1. **What data do we collect?**
2. **How do we collect your data?**
3. **How will we use your data?**
4. **How do we store your data?**
5. **Marketing**
6. **What are your data protection rights?**
7. **Changes to our privacy policy**
8. **How to contact us**
9. **How to contact the appropriate authorities**

1. **What data do we collect?**

Parks for Play collects the following data:

- Contact information of parent/carer (Name, address, email, phone number, etc.)
- Personal information for young person (full name, D.O.B, address, school, doctor)
- Medical details of young person (disabilities, medication, allergies, communication needs)
- Contact details of parents/ carers, next of kin, emergency contacts
- Evaluations and observations of young people during sessions/trips/events
- You or your child's image (with your signed consent)
- Incident records, including safeguarding concerns, actions, witness reports and outcome

2. **How do we collect your or your child's data?**

You directly provide Parks for Play with most of the data we collect. We collect data and process data when you complete the following:

- Registration forms
- Healthcare Plan (if required)
- Induction interview
- 'Meet Me' booklet
- FFA register
- Voluntarily complete a survey or provide feedback
- When you make an online booking via our website via TicketSource
- Photographs/video (with your consent) to be captured for: evaluations, social media, marketing material, to be shared with you, to support reports and for funding applications

Parks for Play may also receive your data indirectly from the following sources:

- Transferred internally across the charity from other Parks for Play groups (Smarts, Scamps, Source, Sprouts and from our umbrella charity Dens of Equality)
- Collected through case studies or play journeys
- Via third parties; social workers, designated safeguarding leads, school or care provider etc.

3. How will we use your data?

Parks for Play collects your data so that we can:

- To take bookings for sessions and events
- Ensure best practice across the charity
- To guarantee the service users safety and welfare
- To continuously improve our service using your feedback and comments
- Track service user's development and interests and evaluate our practice accordingly
- Keep you up to date with the session dates, events, and general updates
- Cases studies are shared with funders in order to continue funding for Parks for Play, however the case studies do not include personal information on individuals
- Where data has been collected regarding a safeguarding issue, our safeguarding policy will overrule GDPR rights
- In the event of an emergency, personal information will be shared with relevant parties
- For media and marketing, such as; social media posts, webpage posts, promotion, marketing materials

4. How do we store your data?

Parks for Play has taken all reasonable measures to securely store your data. Personal data can only be accessed by staff and directors. Data is stored on password protected computers / laptops on a OneDrive & GoogleDrive, which can be remotely accessed and deleted in the event of a theft.

The next location is at Coronation Road Play Centre, Coronation Road, Birmingham B29 7DE which is our Head Office and play base. The files at head office are kept in a locked filing cabinet (key is kept in a locked key box), the filing cabinet is in a locked office which is in a secure building which needs a separate key to access the site.

Online bookings through our website are supported by TicketSource, an online ticketing software provider. TicketSource is the Data Processor acting on behalf of Parks for Play, who is the Data Controller, and it is Parks for Play who decides what happens to your Personal Data. Please note that Parks for Play do not hold onto card details, these are used by TicketSource for purchase and refunds only.

Parks for Play will hold your data for the following time periods:

- Parks for Play will keep you or your child's Personal identification information, crucial medical information and Contact information for parents / carers / next of kin. **Records relating to children and young adults are required by law to be kept until the child/young adult reaches the age of 21.**

If you register with us but do not attend any sessions we will hold information for a year. Once this time period has expired, we will delete your data by deleting the files on our One Drive and GoogleDrive and shredding any paper documents with your details.

- Parks will keep your photographs / videos as long as we hold consent from you. Once this time period has expired, we will delete your data by deleting the files on our One Drive & GoogleDrive and shredding any paper documents with your details and any marketing materials with your photos / videos will be removed.

Parks for Play will keep evaluations and observations on behaviour for up to five years as this information is used for fundraising purposes. Once this time period has expired, we will delete your data by deleting the files on our One Drive and shredding any paper documents with your details.

- Parks for Play will keep your incident records, including safeguarding concerns for ten years or until the young person is 21 (whichever is longer) in accordance with the Child Protection Act. Once this time period has expired, we will delete your data by deleting the files on our One Drive and shredding any paper documents with your details.

5. Marketing

- Parks for Play would like to keep you up to date with the session dates, events, and general updates by sending you relevant marketing.
- Photographs or videos of service users will be used in marketing or media content only with their consent from parents / carers.
- If you have agreed to receive marketing or your photographs / video to be used, you may always opt out at a later date.
- You have the right at any time to stop Parks for Play from contacting you for marketing purposes.

6. What are your data protection rights?

Parks for Play would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- **The right to access** – You have the right to request Parks for Play for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that Parks for Play correct any information you believe is inaccurate. You also have the right to request Parks for Play to complete the information you believe is incomplete.
- **The right to erasure** – You have the right to request that Parks for Play erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that Parks for Play restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to Parks for Play's processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that Parks for Play transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

7. Changes to our privacy policy

Parks for Play keeps its privacy policy under regular review, this policy was last updated May 2023

8. How to contact us

If you have any questions about Parks for Play's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us. If you make a request, we have one month to respond to you:

Email us at: info@parks4play.org

Call us: 0121 441 4682

Or write to us at: Coronation Road Play Centre, Coronation Road, Birmingham B29 7DE

9. How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Parks for Play has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.