



Teenie Rockets Privacy Policy

About Teenie Rockets

In this Privacy Policy, references to "we," "us," or "our" pertain to Teenie Rockets or any of its franchisees, as applicable.

Teenie Rockets works on a franchise model and the services offered by Teenie Rockets will be provided by one of our franchisees.

The following terms are used within this policy:

A **Franchisee** refers to a business whereby the owner licenses its operations. It is independently owned and licensed by Teenie Rockets Limited.

A **Session Leader** refers to a selected person and/or franchise owner responsible for delivering our services to you.

Your booking and contract will be between you and the relevant franchisee licensed to deliver our services. **You can find all franchise information at www.teenierockets.com**

Privacy Policy

This privacy policy sets out how we use and protect any personal information that you provide us with. Our company is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you or your child can be identified, then you can be assured that it will only be used in accordance with this privacy statement. We collect, use, and are responsible for certain personal information about you. When we do so we are subject to the General Data Protection Regulation (GDPR),

The policy is subject to change at any time so please check back regularly. If you do not agree to these terms, please do not use the website or our services. This privacy policy explains how we use and protect any information that may be supplied by users of the business.

We endeavour to protect all users of this website and are dedicated to keeping your information secure. If, however, you venture off of this website using a link we are unable to offer the same security and are not liable for any leaked information or any misdemeanours. We advise you to check the privacy policy of any website you use.

Collecting Personal Data

Personal data is not used or passed on to any third parties and is only used in accordance with this website. We do not sell on any data to third parties and are committed to ensuring your privacy is



protected. We will not sell, distribute, or lease your information to anyone without prior permission unless we are required to do so by law.

To book onto our classes or book a party we need to know who you are and how to contact you. We also need to know the age of your child(ren) to make sure the class is appropriate. We will hold details of your name, address, contact details, name and age of your child(ren), and details of the classes and events you have attended. Finally, when you are paying, the payment provider needs to know your details to verify the card (this information is not retained by us).

We use BookWhen and WordPress to collect information from users. Some areas of these websites may require users to submit personal information, such as guardian's full name, email address, contact information, telephone number, child's name, child's age, emergency contact number, emergency contact name, photo consent, medical conditions, and allergies, as well as other information relevant to our services. All information used is done so in order to provide our users, you specifically, with the best service possible. Examples of when data may be used include bookings, email marketing, special offers, for internal records and to help us improve our services and products. Additionally, we may contact you for market research.

You can request we do not use your information for marketing purposes by selecting this option on any online form. If you have previously agreed for your information to be used and now wish to change this, please contact us directly for more information.

Cookie Data

Cookies are small files that websites send to your device that the sites then use to monitor you and remember certain information about you.

This company uses cookies to track the activity on our services. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. Examples of cookies being used on our page are session, persistent, and Analytics cookies.

How long do we keep hold of your information?

We retain your information for the minimum period possible for business or legal reasons. For legal reasons, this is often set at a minimum of 6 years. For details of specific data retention periods, please contact your session leader.

Who will we share this data with, where, and when?

We will share your personal data with other Teenie Rockets franchisees for training and marketing purposes. You can find a list of all Teenie Rockets franchisees here www.teenierockets.com

Personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by law, or if required for the legal protection of our legitimate interests in compliance with applicable laws.



In the event that the business is sold or integrated with another business, your details will be disclosed to our advisers and any prospective purchaser's adviser and will be passed to the new owners of the business

We may share your child's video and photographs with our franchisees outside the UK such as Europe and the USA through promotional material we supply to them. We will do this where you give us consent as the parent or the guardian of the child concerned. Please be aware that countries outside the European Economic Area may not have the same degree of protection for your or your child's personal data.

Personal data will also be shared with third-party service providers, who will process it on behalf of for the purposes identified above. In particular, we use third-party providers of booking and payment processing services

Action to be taken in the event of a data breach

On discovery of a data breach the following actions should be taken by your franchise owner: -

- Containment and recovery
- Assessing the risk
- Notification of breach to the Information Commissioner's Office (ICO)
- Evaluation and response

Containment and recovery

Who is responsible for the action? – The individual committing the breach, their staff manager (and work manager, if different).

Action to be taken

- The immediate priority is to contain the breach and limit its scope and impact.

Where personal data has been sent to someone not authorised to see it staff should:

- tell the recipient not to pass it on or discuss it with anyone else;
- tell the recipient to destroy or delete the personal data they have received
- and get them to confirm in writing that they have done so;
- warn the recipient of any implications if they further disclose the data; and
- inform the data subjects whose personal data is involved what has happened so that they can take any necessary action to protect themselves.

More information about your privacy rights can be found on the Information commissions Office:

<https://ico.org.uk/for-organisations/advice-for-small-organisations/>