



# PRIVACY POLICY

## 1. Introduction

Little Hoopers Franchise Limited, with registration number 14855286 and registered address at 16 Marsden Gardens, Dartford, DA1 5GF, is committed to protecting the privacy and security of your personal information. This policy explains how we collect, use, and protect your data. By interacting with our services through our website, email, or in person, you consent to the practices described in this policy.

## 2. Data Collection

### 2.1 Information You Provide

- Personal details you submit through our website, booking forms, or in person, including contact information and financial details.
- Details of your interactions with us, including correspondence, session attendance, and responses to surveys or feedback requests.
- Information about your child, including name, date of birth, and medical information.

### 2.2 Information We Collect Automatically

- Details of your visits to our website, including traffic data, location data, and other communication data.
- Information about your computer and internet connection, including your IP address, operating system, and browser type, collected through cookies and other tracking technologies.



### **3. Use of Your Information**

- To provide and personalize our services, including processing your bookings and managing your account.
- To communicate with you about updates, changes, and other relevant information regarding your interactions with us.
- For internal operations, including troubleshooting, data analysis, testing, research, and statistical purposes.
- To improve our website and ensure content is presented effectively.
- To keep our website safe and secure.
- For marketing and promotional purposes, subject to your preferences.

### **4. Sharing Your Information**

- We may share your information with third-party service providers who perform functions on our behalf.
- Your information may be disclosed to third parties if we sell or buy any business or assets.
- If required by law, we may disclose your information to the relevant authorities.

### **5. Data Security**

- We implement robust security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information.
- Our security procedures include, where appropriate, firewalls, encryption, and secure socket layer technology (SSL).

### **6. Data Retention**

- We will retain your personal information for as long as necessary to fulfill the purposes we collected it for, including for legal, accounting, or reporting requirements.



## **7. Your Rights**

- You have the right to request access to, correction of, or deletion of your personal data.
- You have the right to object to processing of your personal data or to withdraw consent at any time.
- You can exercise your rights by contacting us at the details provided below.

## **8. Changes to Our Privacy Policy**

- We may update this policy from time to time. We will notify you of any significant changes and update the "last updated" date at the top of this policy.

## **9. Contacting Us**

If you have any questions, comments, or requests regarding this privacy policy, please contact us at [hello@littlehoopers.org.uk](mailto:hello@littlehoopers.org.uk) or at our registered address.

## **10. Complaints**

If you have any complaints about our handling of your personal data, you have the right to contact the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

This Privacy Policy sets the foundation for how Little Hoopers Franchise Limited handles personal data and demonstrates our commitment to the privacy of our clients, their families, and all users of our services.