



PARENTING
WITH
PASSION

Parenting with Passion customer privacy notice

This privacy notice tells you what to expect us to do with your personal information

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Contact details

Post

Lower Godney, Leafield, Wells, Somerset, BA5 1RZ, GB

Telephone

07770513934

Email: adam@parentingwithpassion.co.uk

What information we collect and use, and why

We collect or use the following information to provide services and goods:

- Names and contact details
- Addresses
- Dates of birth
- Website user information (including user journeys and cookie tracking)

We may also make recordings of 1:1 verbal contact solely for the purpose of providing the best possible advice, guidance, and support. We will ask for your consent at the time before doing so. Recordings are never shared outside the company.

We may also collect or use health and welfare information and information you may share about yourself or members of your family children for the purpose of providing the best possible advice, guidance, and support.

We collect or use the following additional information to manager your account:

- Payment details (but not including card or bank information)
- Purchase history

- Account information, including registration details
- Information used for security purposes

We may also collect or use information about your marketing preferences and location for service updates or marketing purposes, if you have consented to receive these.

If you make a request

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

FYI: Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have requested permission from you to gather the information specified in this notice after providing you with all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We gather information from parents (and any other customers) who are purchasing workshop places, enrolling on subscription schemes, purchasing a range of media resources, and to engage with parents (and any other customers) in order to provide them with advice, guidance, and therapeutic support.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - If parents (and other customers) indicate on data collection forms that they want to receive marketing information or service updates from Parenting with passion, we will use their personal information to contact them by their preferred method, and to ensure to the greatest extent possible that the information we send them is relevant to their interests.

Where we get personal information from

We only collect information directly from you.

How long we keep information

We retain your information while you are in receipt of any of our services. We delete the information within 3 months of the last day when you were in receipt of services:

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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