



PRIVACY. YOUR DATA. YOUR TRUST.

Our Commitment To You:

You are at the heart of everything we do. Our goal is to maintain your trust and confidence by handling your personal information with respect and putting you in control.

It's important that you know what personal information Smile Club Ni collects about you, and how we use it.

We've done our best to make our explanations short and easy to understand. But, if you'd like further information, or have any questions, please contact our Area Manager using the details in the 'Contact' section below.

If we ever make any changes to our privacy practices, we'll let you know. If necessary, we'll also ask for your permission.

Privacy Notice

Our Privacy Notice has been designed with you in mind. How the notice applies to you will depend on the way in which you interact with us. For example, if you:

When you purchase an activity scheme package from us, we will use the information you provide us to fulfil both our and payment platforms obligations to you in delivering that service, and, where permitted, keep you up to date about other schemes that may be of interest to you. We also require some information for the organisation and logistics of running an activity based scheme for children which also includes safety parameters.

Your choices and rights under each scenario are explained in more detail below. Click on each icon for more information, or scroll down to read the full policy.

What Information We Have & Where We Get It

We collect and store different types of information about you when you create an account, book an activity scheme package, contact us, and use our websites, apps and social media.

- Please note that we pass on the information regarding which schools the children currently attend. This is passed on to the facility we hire which is in most cases a Secondary / Grammar school. The information is anonymous and is just schools with gender and age.

How We Use Your Information & Why

We collect and use your information for lots of reasons such as helping you get information about our schemes, sharing news, for marketing and as otherwise required by law.

Who We Share Your Data With & Why

Your data will be shared with the third parties necessary to take payments associated with the service provided.

Paypal Privacy Policy:

<https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

Your Choices & Rights

Among other rights, you can choose whether to receive marketing from us. You also have the right to access the information we have about you.

Looking After Your Information

We're always taking steps to make sure your information is protected and to delete it securely when we no longer need it.

Contact Us

If you have any questions or feedback about this notice, or how we handle your information, get in touch with us at info@smileclubni.co.uk

What Information We Have & Where We Get It

When you purchase an activity scheme booking, we will collect your information which depending on service we are providing, may include your contact and billing information.

When you use our websites or apps, we collect information such as the browser and device you're using, your IP address, your location, the site you came from, what you did and didn't use our site/app for, or the site you visit when you leave us.

When you use a social media feature within our website or apps, and you post to social media platforms, the social media site will provide us with some information about you.

In the instances where we collect personal information from children, we always seek parental consent and will only ever collect such information for the purposes specified when we collect it.

How We Use Your Information & Why

For the performance of our schemes and to provide you with information about these.

We use your information so we can:

- process your order
- take payment, and
- provide you with customer support.
- For our legitimate business interests
- To conduct market research and analysis which helps improve and customise our products and services.
- For our marketing purposes, unless your consent is required for such marketing
- To send you customer service emails including booking confirmations and event reminders.

Where you've given your consent

To contact you with information or offers regarding our upcoming events, products or services – this may be via email, via push and web notifications, via SMS, or social media platforms. You can change your marketing preferences at any time by contacting us at info@smileclubni.co.uk and tell us your preferred method of contact.

Who We Share Your Data With & Why

Payment Platform Providers

Government agencies or other authorised bodies where permitted or required by law.

Any successor to all or part of our business.

Opting Out

To stop receiving our marketing you can contact us and we organise this for you.

info@smileclubni.co.uk

Your rights

You also have rights over how your personal information is used including:

The right to object to our processing of your data.

The right to request that your information be erased or restricted from further use.

The right to request a copy of the information we hold about you.

The right to correct, amend or update information you have given us.

To exercise any of the above rights please contact us. Please note that whilst we will carefully assess every request we receive we may not always have to comply. When this happens, we will explain why.

Looking After Your Information

We have security measures in place to protect your information. The security measures we use will depend on the type of information collected.

We only keep your information for as long as required to provide you with the services you request, for the purposes outlined in this policy and for any legal purposes for which we are obliged to keep the information. We will securely delete your information when it is no longer required for these purposes, in line with our company policies.

- We will hold customers' details for 10 years as this would be a reasonable time frame for a family to send children through the scheme.
- A review of a customer who has not booked with the scheme after two years will be made. All relevant information will also be deleted from our systems at this point.
- All data protection procedures are to include photographs.

Standard Contractual Clauses approved by the European Commission

EU-US Privacy Shield

Binding Corporate Rules

Binding Corporate Processor Rules

For more information, or to get a copy of the relevant documentation please contact us.

Contact Us

If you have any questions about the above, or our approach to privacy, contact info@smileclubni.co.uk

There's also the Data Protection Commissioner although we encourage you to try and let us help you first.