

Privacy Notice

Effective Date: 1 October 2025

Last Updated: 9 October 2025

Website: lollipoppets.com

Organisation: Lollipoppets

Registered Address: 12 Langham Place, London W4 2QL

Contact: Yashan Dhaliwal, info@lollipoppets.com, 07881 959760


Lollipoppets is committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, and protect your information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Lollipoppets is a children’s activity club based in the UK. For the purposes of data protection law, we are the “data controller” of any personal information we collect.

If you have any questions about how we handle your data, you can contact us at:

 **Email: info@lollipoppets.com**

 **Phone: 07881 959760**

 **Address: 12 Langham Place, London W4 2QL**

2. What Personal Data We Collect

We may collect and process the following personal data:

Parent/Guardian Information: name, address, email address, telephone number.

Child Information: name, age, relevant medical or dietary information (only where necessary for their safety and wellbeing).

Booking Information: activity dates, attendance records, payment details (processed securely).

Website Usage Data: IP address, browser type, cookies, and browsing behaviour (for analytics and site performance).

We only collect information that is necessary for the services we provide.

3. How We Collect Your Information

We collect personal data in the following ways:

When you make a booking or enquiry.

When you sign up to our mailing list.

When you use our website.

When you provide information directly to staff in person or by phone/email.

4. How We Use Your Information

We use your personal data to:

Manage bookings and provide our activity services.

Communicate with parents/guardians regarding sessions, updates, and safety information.

Comply with legal and safeguarding obligations.

Improve our website and customer experience.

Send marketing emails (only if you have given consent).

We do not sell or share your personal information with third parties for marketing purposes.

5. Legal Basis for Processing

We process personal data under the following legal grounds:

Contract: to provide the services you have requested (e.g., booking activities).

Legal obligation: to comply with UK laws and safeguarding duties.

Consent: for marketing communications or sensitive information.

Legitimate interests: for administration and service improvement.

You may withdraw your consent at any time.

6. How We Store and Protect Your Data

We take appropriate technical and organisational measures to keep your personal data secure.

Data is stored on secure systems with limited access.

Payment information is processed using secure third-party providers.

Personal data is retained only for as long as necessary to fulfil its purpose or as required by law.

7. Sharing Your Information

We may share limited personal data with:

Service providers (e.g., booking or payment platforms) who help us deliver services.

Emergency services or authorities, if required for safeguarding or legal reasons.

Regulators or insurers, if legally required.

All third parties must comply with UK data protection laws.

8. Your Rights Under UK GDPR

You have the following rights regarding your personal data:

Right of access – to request a copy of the data we hold.

Right to rectification – to correct inaccurate or incomplete data.

Right to erasure – to request deletion of your data (in certain circumstances).

Right to restrict processing – to limit how your data is used.

Right to object – to object to processing for marketing or legitimate interests.

Right to data portability – to receive your data in a structured, commonly used format.

To exercise these rights, please contact us at info@lollipoppets.com

9. Cookies and Website Tracking

Our website uses essential cookies as required by the website builder, Ionos. For the Privacy Policy of Ionos, see this link: <https://www.ionos.co.uk/privacy-policy>

10. How Long We Keep Your Data

We will keep your data only for as long as necessary:

Booking and contact records: typically up to 6 years for legal and accounting purposes.

Marketing data: until you withdraw consent.

Child-specific information: securely deleted after the activity period or required retention period.

11. How to Make a Complaint

If you have concerns about how we handle your personal data, please contact us first so we can address your concerns.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- ◆ Website: <https://www.ico.org.uk>
- ◆ Phone: 0303 123 1113

12. Updates to This Notice

We may update this Privacy Notice from time to time. Any changes will be posted on this page with a revised “last updated” date.