

The Hidden Village Privacy Policy

Our contact details

The Hidden Village

44 Call Lane

Leeds

LS1 6DT

Phone Number: 07726 940551

Email: hello@thehiddenvillage.co.uk

Website: www.thehiddenvillage.co.uk

This privacy policy was updated on 6th July 2023. Occasionally, we may need to make changes to our website and this page may be updated accordingly. You may wish to check for updates to ensure you remain comfortable with our policy.

The Hidden Village respects your privacy and will only collect and use personal information in the ways described below.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details). This may include phone numbers, email addresses, postal addresses, billing information, names and ages of children visiting, data and activity about the pages visited on our website, feedback and survey information and IP address.

The Hidden Village will only collect information we deem necessary and will not share this with other parties. You will only be contacted with regards to your booking or enquiry, unless you have agreed to be contacted for other purposes - e.g. marketing/promotional purposes, to notify you of upcoming events/offers or to obtain customer feedback.

How we get the personal information and why we have it

Most of the personal information we receive is provided to us directly by customers for one of the following reasons:

- For online booking purposes
- Enabling and managing easy access to our website
- To enable us to record who is present during our sessions, in order to comply with safety and with emergency evacuation procedures
- To enable us to collect information about who is interacting with our website for analytical and marketing purposes
- To gather feedback which will improve our customer experience
- To respond to customer feedback and/or enquiries
- To contact customers by email for promotional purposes - **we require your consent for this purpose, which can be withdrawn at any time**
- For internal business monitoring - e.g. relating to customer numbers for specific sessions, visitor demographics, etc.

We will not share information with other organisations or individuals without permission.

You are able to remove your consent for our use of your personal data at any time. You can do this by contacting The Hidden Village in writing or by email:

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How we store your personal information

Personal information will be securely stored and disposed of responsibly. Information will only be recorded on paper where strictly necessary (such as postal correspondence or for on-site security purposes, such as a sign-in sheet) and information stored electronically is password-protected.

It is possible that our website may contain links to other sites. We advise customers to check the privacy policies of any such website before providing them with personal information.

Customer security, including use of mobile phones, cameras or other recording devices

For the comfort and security of all our customers, we respectfully ask that you only take photos or video footage of your own children, for personal and non-commercial purposes. The Hidden Village will only share photos/videos of children at our role-play village for promotional purposes and with consent from their parents or carers; or if they have been shared without restrictions on the internet (e.g. via our social media pages).

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

The Hidden Village

44 Call Lane

Leeds

LS1 6DT

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>