

TAYLORED SCIENCE

Privacy Notice

Reviewed August 2024 – Andrea Taylor

Next Review August 2025

At Taylored Science, we process personal information in line with UK GDPR.

The purpose of this privacy notice is to tell you:

- What personal information we collect about you when you contact us, book activity sessions or engage with us in any other way
- How we use your personal information
- Who we may share your personal information with
- Any transfer of personal information outside of the EEA
- How long we keep your personal information
- What we do to protect your personal information
- What choices you have in relation to your personal information

The website www.tayloredscience.uk is operated by Andrea Taylor, trading as TAYLORED SCIENCE. If you have any comments or queries about this website or the use of your data, please contact us at info@tayloredscience.uk

Personal Information we Collect

We may collect the following information about you and your children, including personal identifiers:

- your name and address
- your contact details including email addresses and telephone numbers
- details of activity sessions you are interested in
- other information to allow us to process your booking (e.g. name and date of birth of your child)
- other information about your child's needs (e.g. medical, SEND)
- your payment details
- details about services we have provided to you in the past
- Your wishes about receiving information about future activity sessions

We may collect personal information about you when you:

- Contact us by email
- Contact us by telephone
- Purchase services from us
- Complete an activity session consent form for your child

Personal Information we Collect Automatically

When you visit our website or use our services, we may collect information automatically such as:

- Your IP address (the name your computer used to identify itself to you)
- How you found our website
- The number of times you visited our website
- The pages that you visit

How we use your Personal Information

To provide our website and to process your request for information or your request for services, we may use your information in the following ways:

- to provide you with the services you have asked for
- to contact you about a request you may have made
- to process your booking
- to process your payment
- to fulfil any contracts you have entered into with us
- to tell you about changes to our services or website
- to help us develop the website and make it better for all users
- to get your feedback on our website and services
- to administer our website (such as troubleshooting, data analysis, research)
- to keep our website safe and secure
- to provide you with occasional information about new or special services

Our Legal Basis for using your Information

The law only allows us to use your personal information in certain limited circumstances. We have listed these below and what information they allow us to process.

1.) Where you have consented to us using your personal information

When you submit information to us via our website or via email, we will process that information to comply with your requests

2.) Where we need to perform the contract we have entered into with you

We may use your information to comply with a contract that we have entered into with you, e.g. to provide the services you have requested

3.) Where it is necessary for our legitimate interests

We may provide you with information about the next term's activity sessions. This would usually only be until your child is no longer in attendance at the primary school we operate at.

4.) Where we need to comply with a legal obligation

An example of how we may use your information to fulfil a legal obligation is where we keep records for accounting purposes.

Our Marketing

We may provide you with information and/or news where we feel it may be of interest to you.

You can opt out of such marketing at any time and if you wish to do so, please email us at

info@tayloredscience.uk

Sharing your Personal Information with Third Parties

We may share your information with certain other third parties including:

- Our school partners, and adult attendees (at activity sessions) where it is necessary for the performance of any contract we enter into with them or with you to ensure that the needs of your child are met; or when a complaint is made to us in connection with you or your child
- Our website providers who need to see your information to keep our website up and running
- Analytics and search engine providers who analyse information about your use of our website

We work with the following organisations:

- Microsoft 365 Email and Microsoft Applications (www.microsoft.com)
- Google Docs (drive.google.com)
- Mettle. (www.mettle.co.uk)

Legal Requirements and Law Enforcement

We may also disclose your personal information to third parties:

- if we sell our business in which case the personal information that we hold will be part of the transferred assets
- if we are required by law, to enforce or apply our terms of use. This includes exchanging information with other organisations for the purposes of fraud protection and credit risk reduction

Third Party Privacy Policies

Our website may contain links to websites owned by other organisations. If you follow a link to another website, such websites will have their own privacy policies. We suggest that you check the policies of any other websites before giving them your personal information as we cannot accept responsibility for any other website.

Storage of Personal Information

We are committed to ensuring that our suppliers and providers of services or software have appropriate technical, administrative, and physical procedures in place to ensure that your information is protected against loss or misuse. All personal information you provide to us is stored on our secure servers or on secure servers operated by a third party who is required by UK law to comply with UK GDPR

Retention of information

We only hold your personal information for as long as necessary for the purposes for which we collected your information. Information held for communication and marketing purposes will usually not be held for longer than your child is in attendance at primary school. Information about activity sessions your child has attended will usually be kept for no longer than seven or nine years as this ensures that no child takes part in the same activity twice during their time from Foundation Stage to Year 6/8.

Emails

If you chose to send us information via email, we cannot guarantee the security of such information until it is delivered to us.

YOUR RIGHTS

Access to information

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold, please contact at info@tayloredscience.uk

Changing or deleting your information

You can ask us at any time to change, amend or delete the information that we hold about you or ask us not to contact you with any further marketing information. You can also ask us to restrict the information that we process about you. You can request that we change, amend, delete your information or restrict our processing by emailing us at info@tayloredscience.uk

Right to prevent automated decision making

You have a right to ask us to stop any automated decision making. We do not intentionally carry out such activities, but if you do have any questions or concerns we would be happy to discuss them with you and you can contact us at info@tayloredscience.uk

Transferring Personal Information

You have the right to request that your personal information is transferred by us to another organisation (this is called "data portability"). Please contact us at info@tayloredscience.uk with the details of what you would like us to do and we will try our best to comply with your request. It may not be technically feasible, but we will work with you to try and find a solution.

Complaints

If you make a request to us under this Privacy Notice and you are unhappy with the response, you can ask for the request to be reviewed under our internal complaints procedure. Please refer to our Complaints Policy on our website for further information.

If you have been through the internal complaints procedure and are still not happy with the result, then you have the right to complain to the Information Commissioner's Office. They can be contacted as follows:

Website: www.ico.org.uk
Telephone: 03031231113
Address: Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to our Privacy Policy

We review our Privacy Policy on a frequent basis to check that it accurately reflects how we deal with your information and may amend it if necessary. You should check this page regularly to see the most up to date information.