



GDPR & Privacy Policy

PLL Group is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and share your personal data in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We handle personal data about children, parents, carers, and staff. We understand our responsibility to ensure this data is handled properly and securely.

What Data We Collect

We may collect the following types of personal data:

For Children:

- Full name
- Date of birth
- Address
- Medical conditions and allergies
- Emergency contact details
- Attendance records
- Special educational needs (if applicable)
- Dietary requirements
- Photographs and videos (with consent)

For Parents/Guardians:

- Full name
- Address
- Contact details (email, phone number)
- Payment and billing information
- Relationship to the child

For Staff:

- Employment records
- Contact details
- DBS checks
- Qualifications
- Emergency contacts

How We Collect Data

We collect data through:

- Registration forms
- Communication via email, phone, or in person
- Updates provided by parents/carers
- Observations and incident reports made during club sessions

Why We Collect and Use Your Data

We process personal data to:

- Provide a safe and effective after-school care service
- Meet legal obligations (e.g. safeguarding, health & safety)
- Communicate with parents and guardians
- Record attendance and manage bookings
- Handle payments and billing
- Maintain emergency contact and medical information
- Recruit and manage staff

We rely on the following legal bases:

- **Consent** (e.g. for photographs)
- **Contractual necessity** (e.g. managing bookings)
- **Legal obligation** (e.g. safeguarding and record-keeping)
- **Legitimate interests** (e.g. service improvement)

How We Store and Secure Your Data

We take appropriate technical and organisational measures to secure personal data. This includes:

- Secure password-protected systems
- Locked storage for paper records
- Access is limited to authorised personnel
- Regular data protection training for staff

Data is stored for as long as is necessary for legal or operational reasons, after which it is securely deleted or destroyed.

Sharing Your Data

We do **not** sell your data. We may share personal data with:

- Local authorities (e.g. safeguarding concerns)
- Emergency services
- Regulatory bodies such as Ofsted
- IT service providers (for secure data management systems)

All third parties are required to handle your data securely and in accordance with GDPR.

Your Rights Under GDPR

You have the following rights:

- **Right to be informed** about how your data is used
- **Right of access** to your data
- **Right to rectification** if data is incorrect
- **Right to erasure** ("right to be forgotten")
- **Right to restrict processing**
- **Right to data portability**
- **Right to object** to processing
- **Right not to be subject to automated decision-making**

To exercise your rights, contact: Our registered office:

3 Anchor Crescent
Knaphill
Woking
Surrey
GU21 2PD

Consent

Where we rely on consent (e.g. for photographs or marketing), you have the right to withdraw your consent at any time by contacting us.

Data Breaches

In the unlikely event of a data breach, we will notify affected individuals and report the incident to the Information Commissioner's Office (ICO) where legally required.

Complaints

If you have concerns about how we handle your data, please contact us. You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**: <https://ico.org.uk>

Telephone: 0303 123 1113

This policy was adopted by: Charlie Adams	Date: 1st September 2025
To be reviewed: 31st August 2027	Signed: 