

When we collect data:

When you make a booking with us – we will collect relevant information we need to process your booking, care for your child(ren) and keep you informed of your booking details.

When you contact us via phone, email – we will keep emails (whether direct or via our website contact forms) from you and we may make notes on your booking of telephone conversations you have with us so we can act in your or your child(ren)s best interests.

Phone calls are not recorded.

When you sign-up to our newsletter – we will collect basic contact information to keep you informed of our camp locations, dates, programmes and offers.

When you complete our optional surveys – we will keep a record of your answers and may follow up with you, but you have the option to answer our surveys anonymously.

When you sign your children in and out of camp – we will collect information about your sign in and out times, plus we may also require you to see and sign incident or accident forms.

When you visit our website or click on our ads – to deliver the best web experience we can, we collect anonymous data about website usage including pages visited, devices used, browsers, pages visited and search terms you may have used to find our website.

When you interact with our social media channels - you may choose to 'Like Us' or 'Follow Us' in which case you will share your social media user name with us

Information we collect:

In order for us to fulfil our contractual obligation to provide our services, best care for you and your children during your time with us and to keep you informed of your booking(s) with us, we need to collect personal data about the booker (usually the parent/carer) and any children being booked on.

Children

The personal data we need to collect includes, but is not limited to, date of birth, gender, medical information, specific needs (physical and behavioural) and school details. This information is used to ensure that we have all the relevant information to best care for children and make informed decisions in the best interest of the children in the absence of parents/carer.

While your children are in our care, if there is a reportable accident or incident, we will complete a form detailing the nature of the accident or incident. You will be asked to sign it to confirm you have seen and understood it – you may request a copy of you wish. You are responsible for any follow up treatment that may be required.

Parents, Carer and People Booking:

If you book with us, in order for us to register you and your child(ren) and fulfil our contractual obligation to provide our services, we need to collect your personal contact information so we can reach you before, during and after events should there be any problems with you or your child(ren) while in our care. This will also include information about the value of your booking and how you paid (i.e. childcare vouchers or bank card).

When you register with us for the first time you will create an online account on our secure system where you can see and edit your booking, child(ren) and personal details. You will set your own password – we never know your password.

We may use your information to respond to queries, changes to your booking, details or handle complaints. We also keep records of communication between you and us so we can better understand and respond to your needs. This is done with your consent and on the basis that we have a legitimate interest to keep you informed.

If you sign up to our newsletters or have given us consent to send you marketing information then we will collect your contact details including name and email address. With your consent, we will use your personal data to keep you informed by email about our upcoming events.

You are free to opt out/unsubscribe from these communications at any time – every marketing email we have ever sent has an unsubscribe option at the bottom of the email.

Payment Information:

To process your booking, we will collect and store information about payments you make to us including the date, amount and method of payment. For your security, we do not store any payment card details within any of our systems as payments/refunds are handled by Stripe, our third-party payment processor, or BACs by invoice.

Website Visit Information

We use cookies to make our website and booking system work more effectively for you, as well as to provide anonymous information about website usage. You can opt to block cookies on your computer - usually this is done through the settings on your browser (Chrome, Explorer, Firefox and son on).

Child Personal Data:

As a childcare provider, under the Limitations Act 1980 and Childcare Act 2006, we are required keep records of children under our care until they are 21 years old. As well as the personal information given at the time of booking, this includes keeping records of who the parent/carer (or booker) is, any incident or accident forms that are completed during the time children are with us and any additional notes made during their time in our care.

Financial Data:

Under HMRC requirements, we must keep financial records for 6 years from the end of the last company financial year they relate to – this includes all money received and from who. We will not store card details within our system or in paper form.

Inactive Accounts:

If you've not used your account and made a booking with us for more than five years, it will be flagged as inactive and we'll contact you to ask whether you want to keep it open. Unless you reply to say 'yes', we'll close the account on our booking system. As stated above, we are required under Limitations Act 1980 and Childcare Act 2006 to keep records of children under our care until they are 21 years old.

Protecting personal data:

Access to your data on our system is password protected and all our staff are enhance DBS checked to ensure they are vetted to handle child data.

Documents containing your and/or your child's personal data which is shared with our staff is only accessible through the class 4 kids coach gateway, access to this is only granted by the director for Camps that they are scheduled to work. Camp staff need this information to properly care for children and make appropriate decisions in their best interests. All Camp staff are enhanced DBS checked.

When paperwork is returned to our office we shred the information we are not required to keep. Personal data we are required to keep until the child's 21st birthday (see above) is archived in our offices in a locked storage area which only company directors have the access to. After the child's 21st birthday we will erase your and your child's data that we are required to keep from our systems or records.

We regularly monitor our booking system for possible vulnerabilities and attacks, and we carry out security updates to ensure the latest online threats and risks are mitigated.

Sharing personal data:

We will never share your or your child's personal data with anyone or any organisation outside of Omega Outdoor Adventure Ltd unless legally required for safeguarding reasons under the Childcare Act 2006.

Apart from our office and staff, the only time we share the parent/carer/bookers personal data (not child(ren)s' data) is with Class 4 kids, who are a reputable UK booking service, details of their privacy policy can be found on their website.

You have the right to request:

Access to the personal data we hold about you and your child(ren).

To amend your personal data when incorrect or incomplete.

That we stop using your personal data for direct marketing.

To be informed as to how we use and process personal data.

To ask for your information or to ask for your information to be amended you can update your online account or contact us by email; info@omegaoutdooradventure.co.uk

If we cannot action your request, we may have legitimate grounds not to - we will let you know why in this instance.

You have the right to withdraw consent to send you direct marketing at any time and we will always honour this.

Contacting the Regulator:

We are registered with the Information Commissioner's Office so if you think that your data has not been processed correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with them.

You can contact them by calling 0303 123 1113 and our registration number is ZA573970.