

This Privacy Notice explains how we use and share information. We will review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

Who we are and what we do

Sycamore Adventure is an adventure playground in Dudley providing services for children, young people, parents and carers. The service is open 7 days a week providing public sessions, school and party use. For more information www.sycamoreadventure.co.uk
For the purposes of Data Protection, Dudley MBC is the Data Controller

What type of personal information do we collect and how do we collect it?

The Council will collect and hold the following information:

- Child name, address, date of birth, gender
- Parent/carer name, address and contact details

We also collect the following special category data:

- Ethnicity / disability / looked after child / young carer / new to UK

Information will normally be collected through this on line application form

What is our lawful basis to obtain and use your personal information?

To enable us to provide services to you it is necessary for us to use your personal information to ensure the safety of the child during their visit with us, to be able to provide activities which are appropriate for our customers, to be able to monitor attendance to ensure that we are providing an inclusive service. To do so we will use the following lawful basis for processing your information:

- The data subject has given consent to the processing of his or her personal data for one or more specific purposes;

Where more sensitive data is involved such as details of disabilities (referred to as “Special Category” data) then an additional basis is required to process this data. For special category data we rely on the following:

- The data subject has given explicit consent to the processing of those personal data for one or more specified purposes

Should an individual want to withdraw consent to process their data they can contact keith.rogers@dudley.gov.uk

What is your personal information used for?

The information we collect will be used to ensure that we can provide adequate activities for the children in attendance, have their correct details in case of an accident or emergency and are able to monitor use of the service to ensure that we are providing an inclusive provision.

Statistical information may also be used to help us to make better plans around the services that we deliver. This information will be anonymised so that individuals cannot be identified.

Will your personal information be shared?

Your information will not be shared with other organisations unless there is a legal basis for doing so e.g. for the Prevention or detection of crime

How do we keep your information secure?

The security of your personal information is important to us. The records we keep about you are secure and are confidential within the Council. The Council have a range of procedures, policies and systems to ensure that access to your records are controlled appropriately.

How long will we keep your personal information?

The type of service you receive will determine how long we have to keep your information. Our corporate retention guidelines show how long we keep information for different services. Records of those who have registered with Sycamore Adventure will be retained for two years following their last attendance. If your details change, please inform centre staff.

Is your personal information processed outside of the European Economic Community (EEC)?

We do not process your personal data outside of the EEC

Marketing

At no time will your information be used or passed to others for marketing or sales purposes, or for any commercial use without your express consent.

What are your information rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing; and
- To request your data to be ported (data portability).

If you wish to exercise your information rights, please contact our Data Protection Officer at keith.rogers@dudley.gov.uk or alternatively write to:

Sycamore Adventure, Sycamore Green, Dudley, DY1 3QE

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line or download an application form from

<https://www.dudley.gov.uk/residents/> or you can contact the Information Governance Team at data.cs@dudley.gov.uk

To learn more about these rights please see the [ICO website](#).

Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at data.cs@dudley.gov.uk or by calling 01384 815607.

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510