Privacy notice

Funsters Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post

Stalbridge Road, Former Baptist Church, Stalbridge Road, Crewe, Cheshire CW2 7LR, GB

Telephone

01270500525

Email

chat@funstersplaycentres.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods**:

- Names and contact details
- Addresses
- Purchase or account history
- Health information (including dietary requirements, allergies)
- Website user information (including user journeys and cookie tracking)

We collect or use the following information to **prevent, detect, investigate or prosecute crimes**:

- Names and contact information
- Customer or client accounts and records
- Video and CCTV recordings of public areas (including indoor and outdoor spaces)
- Video and CCTV recordings of private or staff only areas
- Information relating to health and safety

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Purchase or viewing history
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Location data
- Purchase or viewing history
- Personal information used for administration of research
- Personal information used for the purpose of research
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Name
- Volume of people per play session.

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Account information
- Purchase or service history
- Video recordings of public areas
- Video recordings of private or staff only areas
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records

Lawful bases and data protection rights

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **prevent, detect, investigate or prosecute crimes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply,

except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How long we keep information

Please see the retention schedule below or Terms and Conditions page of funstersplaycentres.co.uk

Who we share information with

Data processors

Smart entertainment Ltd

This data processor does the following activities for us: Operate the booking system.

Others we share personal information with

- Insurance companies

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

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10 November 2024