

Privacy Notice

Who We Are

Parentapps ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Parentapps registered office is at Suite 111, 25 Goodlass Road, L24 9HJ and we are a company registered in England and Wales under company number 09005152. We act as the Data Processor when processing your data on behalf of the Data Controller. Our designated Data Protection Officer/Appointed Person is **Becca Waters**, who can be contacted at support@parentapps.co.uk or **0800 195 0279**.

Information That We Collect

Parentapps processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from is: -

- Name
- Child's Name
- Date of Birth
- Home Address
- Email
- Home Telephone Number
- Mobile Telephone Number
- Medical information

We collect information in the below ways: -

- Forms within app
- Forms through website
- Forms with our parent booking systems

How We Use Your Personal Data

Parentapps takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time.

The purposes and reasons for processing your personal data are detailed below: -

- Contact details for Data Controllers purposes

- We may contact you for feedback/testimonials on products
- Support problems and follow up
- Updating Data Controller details

Your Rights

You have the right to access any personal information that Parentapps processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure. Once a request has been made we will contact the Data Controller to process this request.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Parentapps uses third-parties to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

UKFast – We use UKFast for servers and they act in the capacity of a processor on our behalf.

For more information about UKFast, please read their Privacy Notice at <https://www.ukfast.co.uk/terms/privacy-policy.html>

AWS – We use AWS for cloud based servers and they act in the capacity of a processor on our behalf.

For more information about AWS, please read their Privacy Notice at <https://aws.amazon.com/privacy/>

Safeguarding Measures

Parentapps takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including*: -

- SSL,
- TLS,
- encryptions,
- pseudonymisation,
- restricted access,
- IT authentication,
- firewalls,
- anti-virus
- malware

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. Parentapps does not transfer or store any personal data outside the EU.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Parentapps, however, as this information is required for provide you with our services on behalf of our Data Controllers, we will not be able to offer some/all our services without it.

How Long We Keep Your Data

Parentapps only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Special Categories Data

Owing to the products, services or treatments that we offer, Parentapps sometimes needs to process sensitive personal information (*known as special category data*) about you, to process on behalf of the Data Controller. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.



Where we rely on your consent for processing special category data, we will obtain your explicit consent through registration form within this app. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

If you consent to us collecting and using your race, ethnic origin, politics, religion, biometrics (where used for ID purposes) and health for the purposes stated above, please check the box and sign within the registration form.

Lodging A Complaint

Parentapps only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Parentapps
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