

PRIVACY POLICY



This privacy policy sets out the privacy practices for:

WORKER BEES ROLE PLAY LTD Company number 13889980

Trading Address: 9 Gettings Close, Burntwood, Staffordshire, WS79QE

Websites: www.workerbeesroleplay.co.uk

Email: hello@workerbeesroleplay.co.uk

In order to provide services to my customers I will need to collect and process personal information. I'm committed to protecting the privacy and security of personal information in accordance with the applicable data protection laws including the General Data Protection Regulation.

This privacy policy describes how I collect and use personal information.

I will always comply with the data protection principles as follows:

- Fairly and lawfully collecting and processing data
- Providing information about the data which is held and how it is used
- Using data only for the purpose for which it is collected
- Keeping data accurate and up to date and ensuring it is kept for no longer than necessary
- Deleting or anonymising data once the purpose for collection is met
- Implementing appropriate security measures to ensure data is kept safe
- Providing the right to access, correct and erase data

If you have any questions about this policy or the website, or about how I use and process your personal information please do not hesitate to contact me by email. This policy will be reviewed and updated on a regular basis as required.

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1) CUSTOMER DETAILS:

Why do I need your details?

1. Customer name and contact details will be required when orders are placed for products, including gift vouchers, or services such as a party or a private function. Taking contact details ensures if I have any queries about an order I have the means to clarify with the customer to ensure I deliver the service to the highest standard.
2. Customer details may be taken if they were to enter an onsite competition in order to contact them should they win.
3. Customer details may be left if they were to complete a customer comment card and requested feedback from Worker Bees (WB) Management.
4. Customer details will be taken in the case of an accident or incident which needs recording for legal and insurance purposes.
5. Customer details will be received should they contact me via workerbeesroleplay.co.uk or social media platforms.
6. Customer details are stored for online marketing email communications where they have accepted marketing at the point of purchasing a ticket, product or booking a table via the WB website.
7. Customer details are stored for online marketing email communication where they have signed up to receive the WB e-newsletter via the website.

How do I store them?

All customer details should be stored safely until the point at which the product or service has been delivered. Such safe places include:



- In appropriate books or folders that can only be accessed by myself.
- In sealed envelopes if in transit.
- On prep sheets stored within a filing cabinet.
- On the WB email address held on a password protected computer.
- On excel spreadsheets on WB password protect computers.
- Within password protected software such as Wix and MailChimp provided they have robust GDPR processes.

Unauthorised places include:

- Anywhere within view of the general public.
- On a white board/lying on a desk in an office that reps/trades people may be invited into.
- On a none WB email account, laptops, tablets, phones or any other data storing device.

Where a payment needs to be taken over the phone no customer card details should ever be written down but entered directly into the payment terminal.

Sharing Customer Data

1. Sharing customer details with regulatory bodies such as Environmental Health will be carried out when legally required.
2. Sharing customer details with WBs insurers, accountants and lawyers will be carried out as required to process claims and during account auditing processes.
3. Customer details will only be used for Marketing purposes where consent has been given and an un subscribe option will always be available. The WB customer e-newsletters will be sent using Mail Chimp software.
4. Customer details will be shared with online payment providers, Sage Pay or World Pay when purchasing tickets or products online.
6. Customers details will be shared with Wix when purchasing tickets or hiring equipment via the WB website.

How long do we store them?

All customer details should be disposed of securely 1 month after the product/service has been delivered successfully. Secure disposal methods include:



- Tearing out pages of diaries and shredding.
- Shredding loose paper.
- Deleting emails and e-documents.
- Blanking out customer details if order details are required for analysis purposes at a later date.
- Anonymising electronically on Wix with the exception of email addresses where marketing has been accepted. Note all details will be retained where the customer has chosen to set up an account for future use, until the account has been dormant for 2 years at which point it will be anonymised.

If the order has been placed on behalf of another business the contact details of that business may be retained but the name of the individual contact will be removed.

2) COMPUTER MANAGEMENT:

- All computers should be password protected.
- All computers should have different passwords.
- All software that stores customer personal data should be password protected.
- All software that stores customer personal data should have different passwords.
- All passwords should only be given to personnel who need to know them to maintain or fix the device.
- When leaving my work space all computers or password protected software will be logged out of beforehand.

3) ENVIRONMENT MANAGEMENT:

- Any space containing sensitive personal information i.e. anything more than name and contact details should be locked with a key or code lock.

4) CCTV:

CCTV is used in many of the venues that WBs hires in order to monitor and prevent antisocial behaviour and theft. Images will likely be stored in case they need to be referred back to. Worker Bees customers should speak to venue management to better understand their CCTV data storage policy.

5) PROMOTIONAL IMAGES/VIDEOS:

Pictures and videos will be used in printed promotional materials, on the WB website and as part of my social media marketing strategy. These pictures and videos may contain members of the public. Each individual will be asked if they are happy to be included in such an image/video prior to it being taken and will be asked to sign a model release form giving consent for the future use of their image. Should they change their mind at a later date the image will be deleted from WB storage and will not be used in any future promotional materials. Any printed promotional materials that already exist will not be destroyed as consent was given at the time of printing but further print runs will not be carried out without removal of the image first.



6) COOKIES:

The WB website use cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer/device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer/device. Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server, to provide the users with a tailored experience within this website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers' hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors. This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information www.google.com/privacy.html

7) EMAIL NEWSLETTERS:

We operate an email newsletter program, used to inform subscribers about products and services supplied by WBs. Users can subscribe through an online automated process should they wish to do so but do so at their own discretion. Some subscriptions may be manually processed through prior written agreement with the user. Email marketing campaigns contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future

analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity [this is by no means a comprehensive list]. This information is used to refine future email campaigns and supply the user with more relevant content based around their activity. In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to unsubscribe at any time through an automated system. This process is detailed at the footer of each email campaign. Personal details are processed in accordance with the GDPR and as outlined earlier in this Privacy Policy.



8) EXTERNAL LINKS:

The WBs website only looks to include quality, safe and relevant external links, however users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text/banner/image links to other websites) I cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

9) SOCIAL MEDIA PLATFORMS:

Communication, engagement and actions taken through external social media platforms that I participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively. Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. This website, nor its owners, will never ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through private messaging communication channels or via primary communication channels such as by telephone or email. This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track your request to share a web page respectively through your social media platform account.

If you have any concerns or complaints about our privacy activities you can contact us on hello@workerbeesroleplay.co.uk You can also contact the Information Commissioner's Office on 0303 123 1113. Policy created Sept 2022