

Data Protection Policy

Jools Leisure Ltd T/A Jungle Jungle

Who is this for and what does it apply to?

The current Data Protection (DP) regulations are being updated in May 2018 to be consistent with European legislation known as the General Data Protection Regulation (GDPR). Data Protection regulation applies to all organisations that hold any information that identifies living people. Within the company, DP applies to our customers, our employees and to the general public.

Formal Contact

Jools Leisure Ltd is the Data Controller. The contact address is GDPR Officer, Jungle Jungle, 3a West Way, Andover, Hants. SP10 5AS or by email to info@jungle-jungle.co.uk

Jools Leisure Ltd processes data using paper and electronic systems. It works with partner data processors including Google and Microsoft. Jools Leisure Ltd has determined that the partner organisation data processing on its behalf is compliant with GDPR as far as it can assess.

The Legal Basis of our Data Processing

Jools Leisure Ltd is a Limited Company, providing indoor children's soft play.

To achieve the purposes of the company we process data ***for our legitimate interests***

This includes processing for the purposes of

- Administration of the company
- Safety and safeguarding
- Employment and Personnel reasons
- Security and Lawful protection of the Company Assets

This includes processing by holding paper and electronic records, processing with the facilities of our data processing partners and sending communications by paper and electronic means.

Where a crime has been detected taking place within or around the Jungle Jungle play centre, limited pictures / video may be release to the public to help enable crime detection and identification of individuals and vehicles taking part in the crime.

We process data ***for legal reasons***

This includes for the purposes of

- Maintaining safety and safeguarding records in compliance with the Legal requirements.
- Employment purposes
- Maintaining accounting records as required by HMRC and Companies House

We process data by reason of ***data subjects' consent***

This includes for the purposes of

- Publicising Events, Activities and Company Updates
- In relation to customer booked events

Special Categories of Personal Data

Information about criminal records will be processed to inform recruitment decisions but will not be kept.

Registered with ICO

Jools Leisure Ltd is registered with the ICO - Z170868X

Safeguarding Partnership

The company is involved in children's play, and we have a duty of care and legal responsibility to report concerns around safety and safeguarding. Personal information will be passed to the appropriate authorities when there is a relevant concern.

Sharing of your Personal Data

Subject to DP regulations Jools Leisure Ltd will share your data as to comply with legal requirements when necessary. It would be shared when relevant to the good administration of the company and security of our processes. It will be processed by partner data processors including cloud-based services for the administration of the company and achievement of its business.

Personal data may be transferred outside the UK and European Economic Area (EEA) through the use of cloud computing systems.

Data will also be shared with appropriate authorities for the purpose of detecting and preventing criminal activities.

Subject Access

Any person, who is the subject of personal data held by the company, may make a subject access request by contacting the company as on page one. The request will be processed in accordance with current regulation. Proof of identity will be required to ensure that we release the data to the appropriate person.

Your Rights under Data Protection Regulation

Your rights are as follows

To be informed about how we process your personal data: this Data Protection Policy seeks to provide that information

To have any erroneous personal data corrected: Jools Leisure Ltd requests all employees / customers to notify any changes and we will update information without delay.

To object to processing: Jools Leisure Ltd will comply with your request as far as possible, some records are maintained for the formal administration of the company, for safety and for safeguarding purposes when retention of records will be required.

To restrict processing: Jools Leisure Ltd will comply with your request as far as possible,

To have your personal data erased: Jools Leisure Ltd will comply with your request as far as possible.

To request access to your personal data: Jools Leisure Ltd will comply with current regulations

To move, copy or transfer your personal data: Jools Leisure Ltd will comply with your request as far as possible within the data held.

Questions about Data Protection or the use of Personal Data

Any questions or comments about data protection or this Policy, notwithstanding your rights above, should be addressed to the address given above.

Consent to electronic mailings - unsubscribe

Mailings will be sent for notification of events, activities and company information. Addresses are added via a request to opt in process. Anyone who wishes to leave can easily request to be removed. All mailings will have an unsubscribe facility.

Communication of this Policy

This Policy is available from the reception at the address above.

Retention of records

Records will be retained for the good administration of Jools Leisure Ltd and where legally required.

- For company matters - indefinitely
- Employee records for safeguarding purposes – indefinitely
- Employee records for HMRC purposes – 7 years
- Legal matters - indefinitely
- For accounting purposes - for 6 years after the end of the relevant year
- Mailing Lists - until requested to be removed
- CCTV – for up to 7 years for accident claim purposes

Review of this Policy

This Policy will be reviewed periodically as any changes in regulations or best practice occur; this will be at least every 3 years.

Version 1.40 – Feb 2023

Subject Access Request – Jools Leisure Limited

Please complete and send this form to GDPR Officer, Jungle Jungle, 3a West Way, Andover, Hants. SP10 5AS or by email to info@jungle-jungle.co.uk

Only the named person can request information about themselves.

Name of Requestor _____

Data Subject (if under 18) _____

Date and Time range that you are requesting data from

From Date _____ From Time _____

To Date _____ To Time _____

Type of Data you are requesting

E-mail Yes / No (Ref E-mail address _____)

File Yes / No (Ref _____)

CCTV Yes / No (Ref _____)

Employee Data Yes / No (Ref Employee _____)

Other _____ (Ref _____)

Contact via

E-mail _____

Post _____

Telephone _____

Subject Access Requests can take up to 30 days to process.

As per GDPR regulations, Subject Access Requests are free of charge, unless it is “manifestly unfounded or excessive.”. Requests to search more than 30mins of CCTV is deemed to be excessive.

As per the GDPR regulations, data may reasonably be withheld if it contains information concerning other data subjects, that can not be easily removed and their permission to disclose it has not been granted.

Before handing over data, we will need to see proof of ID, to confirm that the appropriate person is taking control of the data.