

Privacy Policy

We will respect and protect your privacy at all times. This policy sets out how we will collect, use and store any personal data about you.

By creating an account with us, you are agreeing to us storing and processing this information as set out below. You are responsible for ensuring you have the agreement from all persons on your account and booking to pass on their details to us.

Data collection

When you register your details with us or make a booking we will need to collect certain personal details such as names, address, telephone number, email address and dates of birth of children. We need this information to process your booking and make the necessary arrangements for your child/ren to attend the club. Prior to attending the club, we will also need to collect more sensitive personal data, specifically relating to the children on your bookings, such as medical conditions, allergies and additional needs in order to ensure we can provide the appropriate care for your child.

We may also collect data from you in other ways that will request your name, address, email address and telephone number. For example, when you enter a competition, complete a survey, follow us through social media or when you actively sign up to email or phone text messages from us for marketing purposes.

Storage

Once data is received, we will take all reasonable steps to ensure your data is secure to prevent unauthorised access to it. All information you provide is stored on secure servers and all payment transactions are encrypted.

Cookies

This site uses cookies. Some cookies are essential and are there to enable you to make your booking and transact, others are non-essential and are used to track visitor behaviour on the site and determine relevant products to show you for re-marketing purposes when browsing on other websites. Cookies are not harmful and do not contain any personal information e.g.

address or DOB. You can choose to accept or decline cookies when you first visit the site by accessing the preference panel from your browser's main menu (usually found under Edit, Tools or Options). If you choose to remove cookies, some of our site may not function properly for you and your use of the site may be impaired.

We may collect details about your device and visits to this site including IP address, browser type, device type, traffic data and location information. This is statistical information to help us provide the best online experience for our customers and does not identify any individual.

The passing of data via the internet is not completely secure therefore any transmission is at your own risk.

Security and passwords

When you create an account with us your account will require an email and password so that you can access your details online. We advise your password should consist of at least six characters that are a combination of letters, numbers and symbols (e.g. @, #, \$, %). It should also contain letters in both uppercase and lowercase.

You will also need to set up a password that you will quote when you contact us by phone or live chat. This is to ensure that information stored on your account is only discussed with you. If you can't remember your password, we will not be able to disclose any information to you until we have been through a number of security questions to confirm your identity.

Please do not share your email, password or security word with anyone. Please keep these details safe and not written down anywhere. If you change your personal details, or if you suspect that someone else has used your email, password or password, then please notify us as soon as possible.

Usage and Opting In/Out

If you have registered an account with us we may use your data to contact you via post, email, phone or text message with information about offers, news, services and products. We will only do this if you have opted in to receive such information from us and you have the right to opt out of your data being used for marketing purposes at any time. Please let us know if your details or preferences change so we can keep our records up to date.

Your privacy is important to us which is why we like to make sure you're in control. You can opt in or out at any time by ticking/unticking certain boxes that relate to your personal information and its use. You can do this yourself by logging into your account or contacting us at info@sport-star.co.uk or on 01702 567508. You can also click 'unsubscribe' at the bottom of any emails from us and can text 'STOP' to any SMS messages. We will then update your account accordingly.

Third Parties

We will not pass on your personal information to other users of the site and we will only ever pass on your personal details to a third party if it is absolutely necessary to fulfil a particular service on your behalf. For example, your payment will be taken via a secure credit card processing company called WorldPay. Details of WorldPay's privacy policy can be found on their [website](#). Any details passed on will be transferred in a secure manner. Our website contains links to and from other websites including schools and advertisers. If you follow a link from our site to another site, please be aware that the third party site will have its own privacy and data protection policies and we are not responsible for how they may collect their data.

Occasionally third parties will 'manage' our data, for such services as de-duping, mailing, e-marketing campaigns and data analysis. Information will be given securely.

Should any safeguarding concerns or legal proceedings require us to pass on your personal information we trust you will understand that we have a duty to comply with the law. Please be aware that the way in which your personal details would be legally protected within the UK may differ from other countries.

Changes to our policy

We reserve the right to update this policy from time to time and we will keep you informed by updating this statement on our website.