



**Privacy Policy –
Oakie Doke's Playhouse
(THC Leisure LTD)
Last updated: 10.12.2025**

1. Introduction

Oakie Doke's Playhouse ("we", "us", "our") is the trading name of THC Leisure LTD. We are committed to protecting your personal data and complying with UK GDPR and the Data Protection Act 2018. This Privacy Policy explains how we collect, use, store, and protect your information.

2. Personal Data We Collect

We collect the following information:

- Name
- Email address
- Phone number
- Payment information (processed securely by Stripe, WindCave, or Square – we do not store card details)
- Child's name (optional)
- Allergy information (for parties only; may also be given in booking notes)
- Booking details (session times, party details, etc.)
- Accident log information when applicable

We do NOT collect:

- Child's exact age (only age ranges for pricing)
- Medical information (unless voluntarily provided)
- CCTV footage (we do not operate CCTV)

3. Special Category Data – Allergy Information

For party bookings, we may receive allergy information about children attending. This is processed under:

- Legitimate Interests – to ensure the safety of attendees.
- Vital Interests – where information could prevent harm.

Allergy information is stored in our booking system but is anonymised (not linked to children by name except for the primary party booker).

4. How We Collect Data

We may collect data via:

- Online booking forms (Booking Ninja and Venue Sumo)
- Payment processors (Stripe / WindCave / Square)
- Email correspondence (Outlook)
- Accident forms (Google Drive storage)
- In-person discussions at our venue

5. How We Use Your Data

We use personal data for:

- Processing and confirming bookings
- Managing parties and soft play sessions
- Contacting you about your booking
- Safety and incident reporting
- Accounting and business records
- Optional marketing (only if you do not opt out)

We do NOT sell your data.

6. Lawful Bases for Processing

We rely on the following lawful bases:

- Contract – to provide the service you booked
- Legal Obligation – maintaining financial and accident records
- Legitimate Interests – venue management, safety, analytics
- Consent – marketing emails or SMS (you may opt out at any time)
- Vital Interests – allergy information for safety

7. Data Sharing (Third Parties)

We share necessary data with trusted providers who process data on our behalf:

- Stripe / WindCave – payment processing
- Square – in-person payment processing
- Booking Ninja and Venue Sumo – booking management
- Xero – accounting records
- WordPress – website hosting
- Outlook – email provider
- OneDrive – secure business data storage
- Google Drive – accident logs

We may share data with:

- Insurers or legal representatives if a claim is made

- HMRC or authorities if legally required

We do NOT share your data with:

- External advertisers
- Unrelated third parties

8. Staff Access

Authorised staff may access booking information to:

- Manage sessions and parties
- Contact customers related to a booking
- Assist with customer service

9. Marketing Communications

You will be offered the choice to:

- Receive email marketing
- Receive SMS reminders or messages (optional)

You may opt out at any time.

10. Cookies & Website Analytics

Our website (WordPress) uses basic functional cookies.

We may introduce analytics tools (such as Google Analytics) in the future. If we do, this Policy will be updated before any such tools become active.

11. Data Retention

We retain data only as long as necessary:

- Booking data (names, emails, phone numbers):
 - Kept for 6 years to meet accounting and business record requirements.
- Allergy information:
 - Retained in our booking system but anonymised (not linked to individual children).
- Accident logs:
 - Stored for 6 years, in line with safety and insurance obligations.
- Financial information:
 - Stored for 6 years (legal requirement).

12. Your Rights Under UK GDPR

You have the right to:

- Access your data
- Correct your data
- Request deletion (where lawful)
- Restrict processing
- Object to marketing
- Data portability (where applicable)

To exercise these rights, contact us at:
oakiedokesplayhouse@outlook.com

13. Data Storage & Security

Data is stored securely using:

- OneDrive (Microsoft) – encrypted cloud storage
- Google Drive – accident logs
- Booking Ninja and Venue Sumo – secure booking platform
- Stripe, WindCave, Square – secure payment processors

We implement technical and organisational measures to protect your data.

14. Children's Data

We do not knowingly collect personal data from children except:

- Names voluntarily given during party bookings
- Allergy information (special category data)

Parents/guardians must provide this information.

15. International Transfers

Some third-party providers (e.g., Microsoft, Google, Stripe) may store data outside the UK. These companies all operate under UK-approved data protection safeguards.

16. Changes to This Privacy Policy

We may update this Policy from time to time. The updated version will be posted on our website.

17. Contact Us

If you have any questions, please contact:
Email: oakiedokesplayhouse@outlook.com
Address: Oakie Doke's Playhouse, Block 5,
Unit 2, Vestry Trading Estate, Sevenoaks,
Kent, TN14 5EL