



## Forest Families Ltd– Privacy Policy

**Last updated: January 2026**

Forest Families is committed to protecting your privacy and handling personal data responsibly and securely. This Privacy Policy explains how we collect, use, store, and protect personal information.

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### 1. Our Contact Details

**Name:** Forest Families Ltd

**Contact person:** Siân Cain

**Email:** [info@forestfam.com](mailto:info@forestfam.com)

**Website:** [www.forestfam.com](http://www.forestfam.com)

(Full postal address available on request)

Forest Families is the **Data Controller** for the purposes of UK GDPR.

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### 2. The Personal Information We Collect

We may collect and process the following personal information relating to children and parents/carers:

#### Children's Information

- Name
- Date of birth
- School or education setting (where relevant)
- Medical conditions, allergies, dietary needs
- Behavioural or additional support needs
- Emergency contact details

#### Parent/Carer Information

- Name
- Email address

- Phone number
- Address (where required for invoicing or safeguarding)
- Payment and booking information

We may also record **consent preferences**, including photography permissions.

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### **3. How We Collect Personal Information**

We collect personal information directly from you when you:

- Book sessions through **Oakline** (our booking and data management system)
- Complete consent or medical forms
- Contact us via email or our website

Oakline acts as our **Data Processor** and stores data securely on our behalf.

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### **4. Why We Collect and Use Your Information**

We use your information to:

- Safely plan and deliver Forest School and outdoor sessions
  - Identify and support medical, dietary, allergy, or additional needs
  - Ensure appropriate staffing and safeguarding arrangements
  - Communicate with parents/carers before, during, and after sessions
  - Manage bookings, attendance, and payments
  - Meet our legal, safeguarding, and insurance obligations
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### **5. Lawful Basis for Processing Data**

Under UK GDPR, the lawful bases we rely on include:

- **Consent** – for medical information, photographs, and optional data
- **Contract** – to deliver booked sessions
- **Legal obligation** – safeguarding and health & safety requirements

- **Vital interests** – where necessary to protect a child’s health or safety

You can withdraw consent at any time by contacting us.

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## 6. How We Store Your Personal Information

- Your data is stored securely using **Oakline** and password-protected systems.
- Paper records (where used) are stored securely and accessed only by authorised staff.

### Data Retention

- Children’s and booking records are normally retained for **up to 3 years** after the last session attended.
  - This allows us to meet safeguarding, insurance, and legal requirements.
  - Data is then securely deleted or destroyed.
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## 7. Sharing Your Information

We do **not** sell or share personal data with third parties for marketing purposes.

Information may be shared only when necessary:

- with emergency services or medical professionals
  - where required by safeguarding or legal obligations
  - with local authorities or partner organisations where agreed and appropriate
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## 8. Your Data Protection Rights

Under data protection law, you have rights including:

- **Right of access** – to request copies of your personal data
- **Right to rectification** – to correct inaccurate or incomplete data
- **Right to erasure** – to request deletion in certain circumstances
- **Right to restrict processing**
- **Right to object to processing**

- **Right to data portability**

You do not have to pay a fee to exercise your rights.  
We have **one month** to respond to requests.

To make a request, contact: **info@forestfam.com**

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## **9. Photography & Media**

- Photos and videos may be taken during sessions for promotional or record-keeping purposes.
  - Consent choices are collected during booking.
  - Children without consent will not be photographed.
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## **10. How to Complain**


If you have concerns about how we use your personal information, please contact us first:

 **info@forestfam.com**

You also have the right to complain to the Information Commissioner's Office (ICO):

### **Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

 0303 123 1113

 [www.ico.org.uk](http://www.ico.org.uk)