



Silverwoods Forest School – Privacy Policy

(Last updated: 3 November 2025)

Silverwoods Forest School is committed to protecting your privacy and maintaining the trust of all families, schools, and community partners. This policy explains how we collect, use, and protect personal information in line with UK GDPR (2024).

For details about booking terms, please see our Terms & Conditions.

Who We Are

Silverwoods Forest School provides Forest School sessions, after-school clubs, holiday clubs, woodland parties, wreath-making workshops, outdoor learning consultancy, and community events across Surrey and West Sussex.

Our Data Protection Officer is:

Victoria Hofgartner

Email: victoria@silverwoodsforestschool.co.uk

Information We Collect

We collect information directly from you when you book or enquire about a session, or when an invoice is raised. This may include:

- Parent/guardian name and contact details
- Child's name, age, and school year
- Medical or dietary information, allergies, and emergency contacts
- Photo and media consent preferences
- Payment and invoicing details (via Stripe or QuickBooks)

We may also collect anonymised website analytics data (via cookies) to understand how visitors use our site.

How We Use Your Information

We use your data to:

- Confirm and manage bookings for Forest School sessions, after-school clubs, and holiday clubs
- Communicate updates or important changes to your booking or invoice

- Share relevant information with staff to ensure your child's safety and wellbeing
- Process payments and send receipts or invoices
- Send newsletters or updates (only if you've opted in)

We do **not** sell or rent your personal information to third parties.

Payments and Invoicing

We accept payments through the following secure, GDPR-compliant platforms:

- **Ticket Tailor and Stripe** – for public bookings such as after-school clubs, Forest School sessions, and holiday clubs.
- **QuickBooks** – for schools, nurseries, woodland parties, wreath-making workshops, outdoor learning consultancy, and community sessions.
- **Direct bank transfer** – where agreed in advance.

Silverwoods Forest School does not store or have access to your full card or bank details.

Both Stripe and QuickBooks are fully PCI-DSS-compliant and encrypt all financial transactions.

Photos and Media

With your consent, photographs or videos may be taken during sessions for educational or promotional use (e.g. website, social media, newsletters).

You can withdraw consent at any time by emailing victoria@silverwoodsforestschool.co.uk.

Data Retention

Due to safeguarding and insurance obligations, Silverwoods Forest School retains booking and child information for **10 years**.

After this period, all data is securely deleted or destroyed.

Your Rights

You have the right to:

- Access the data we hold about you or your child
- Request correction of inaccurate information
- Ask for data to be deleted or restricted
- Withdraw consent for photography or marketing communications

Requests should be sent to victoria@silverwoodsforestschool.co.uk.

Data Security

We take technical and organisational measures to ensure all personal data is stored securely and only accessed by authorised staff.

Electronic data is held on password-protected systems; paper records are kept securely and destroyed when no longer required.

Third-Party Services

We work with trusted partners who process limited data to support our operations:

- **Stripe** – secure online payment processing for Ticket Tailor bookings
- **QuickBooks** – invoicing and accounting
- **Mailchimp (or similar)** – newsletter communication (opt-in only)
- **Google Analytics** – anonymised website statistics

All third-party providers are GDPR-compliant and process data under contract.

Cookies and Analytics

Our website uses cookies to analyse site traffic and improve your experience.

This information does not personally identify you. You can disable cookies in your browser settings at any time.

Policy Updates

This policy is reviewed annually or sooner if data protection law or operational practices change.

Last reviewed: November 2025

Next review due: November 2026

Contact

For any questions or concerns about this Privacy Policy, please contact:

Victoria Hofgartner – Data Protection Officer

Email: victoria@silverwoodsforestschool.co.uk

Summary

Silverwoods Forest School only collects information needed to deliver safe, high-quality outdoor learning experiences.

Your information is never sold, always handled responsibly, and used solely for the purposes you have agreed to.

© 2025 Silverwoods Forest School – All Rights Reserved

www.silverwoodsforestschool.co.uk

victoria@silverwoodsforestschool.co.uk | 07340 314956