



## Silverwoods Forest School – Privacy Policy

*(Last updated: 7th January 2026)*

Silverwoods Forest School is committed to protecting your privacy and maintaining the trust of families, schools, and community partners. This Privacy Policy explains how we collect, use, store, and protect personal information in line with UK GDPR and data protection legislation.

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, workshops, and outdoor learning consultancy through **Silverwoods Outdoor Learning**, working with schools, nurseries, and community organisations across Surrey and West Sussex.

Silverwoods Forest School is registered with the Information Commissioner's Office (ICO) as a data controller.

**ICO registration number: ZC075284**

### Data Protection Contact

For any questions relating to data protection or privacy, please contact:

**Victoria Hofgartner**

Data Protection Contact

Email: [victoria@silverwoodsforestschool.co.uk](mailto:victoria@silverwoodsforestschool.co.uk)

### Information We Collect

We collect personal information directly from you when you make an enquiry, complete a booking form, or when an invoice is raised. This may include:

- Parent or guardian name and contact details
- Child's name, age, date of birth, class, and school
- Medical information, allergies, dietary requirements, and emergency contacts
- Photo and media consent preferences
- Payment and invoicing details (processed via third-party platforms only)

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

## How We Use Your Information

We use personal data to:

- Deliver Forest School sessions, clubs, holiday provision, and outdoor learning consultancy
- Manage bookings, attendance, and administration
- Communicate important information about sessions, invoices, or changes
- Ensure the safety, wellbeing, and safeguarding of children
- Process payments and issue receipts or invoices
- Send newsletters or updates (only where you have opted in)

We do **not** sell, rent, or share personal data for marketing purposes.

## Payments and Invoicing

Payments are processed through 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, workshops, consultancy, and community sessions
- **Direct bank transfer** – where agreed in advance

Silverwoods Forest School does not store or have access to full card or bank details. Stripe and QuickBooks are 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 (for example on our website, social media, or newsletters).

You may withdraw your consent at any time by emailing [victoria@silverwoodsforestschool.co.uk](mailto:victoria@silverwoodsforestschool.co.uk).

## Data Retention

Due to safeguarding, insurance, and legal obligations when working with children and schools, Silverwoods Forest School retains booking and child-related information for **up to 10 years**. After this period, data is securely deleted or destroyed.

## Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you or your child
- Request correction of inaccurate or incomplete information
- Request that data is deleted or processing restricted (where legally possible)
- Withdraw consent for photography or marketing communications

- Lodge a complaint with the Information Commissioner's Office (ICO)

Requests should be sent to: [victoria@silverwoodsforestschoo.co.uk](mailto:victoria@silverwoodsforestschoo.co.uk)

### **Data Security**

We take appropriate technical and organisational measures to protect personal data.

- Electronic data is stored on password-protected systems
- Access is restricted to authorised individuals only
- Paper records are stored securely and destroyed when no longer required

### **Third-Party Services**

We work with trusted third-party providers who process limited personal data to support our operations, including:

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

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

### **Cookies and Analytics**

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

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

### **Policy Updates**

This Privacy Policy is reviewed annually or sooner if data protection law or our operational practices change.

### **Contact**

If you have any questions or concerns about this Privacy Policy, please contact:

**Victoria Hofgartner**

Data Protection Contact

Email: [victoria@silverwoodsforestschoo.co.uk](mailto:victoria@silverwoodsforestschoo.co.uk)

### **Summary**

Silverwoods Forest School only collects information necessary to deliver safe, high-quality outdoor learning experiences. Personal data is handled responsibly, never sold, and used solely for the purposes you have agreed to.

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[www.silverwoodsforestschoo.co.uk](http://www.silverwoodsforestschoo.co.uk)

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