



KitchenJam Enquiry Form Terms and Privacy Information

Last reviewed: 07/09/2026

By submitting an enquiry to KitchenJam, you confirm that the information you provide is accurate to the best of your knowledge and understand that we will use it to respond to your enquiry.

1. How We Use Your Information

When you submit an enquiry, KitchenJam may collect information including your name, contact details, the name and age of the person interested in lessons, and any other information you choose to include in your enquiry.

We will use this information to:

- respond to your enquiry;
- provide relevant information about KitchenJam lessons, classes, workshops or other services;
- discuss availability and suitable options with you; and
- take steps towards arranging a trial, booking or membership if you choose to continue.

Your information will be handled securely and in accordance with our Data Protection and Privacy Policy and Website Privacy Policy.

2. Contacting You About Your Enquiry

We may contact you by email, telephone or text message using the contact details you provide, where appropriate, to respond to and follow up your enquiry.

We aim to respond to enquiries within 2 working days.

Submitting an enquiry does not give KitchenJam permission to send you unrelated marketing emails or text messages. Where consent is required for marketing communications, this will be requested separately.

3. Information About Children and Young People

If you provide information about someone under 18 other than yourself, you confirm that you are their parent or carer, or that you have permission or appropriate authority to provide their information.

Young people who contact KitchenJam about lessons themselves may provide their own information where appropriate.

If lessons are booked for a child or young person, we may need additional information from their parent or carer before they attend, including contact, emergency, medical or safeguarding information where relevant.

4. Sharing and Keeping Your Information

We will only use and share personal information where there is an appropriate reason to do so.

Information may be accessible to KitchenJam staff who need it to respond to or manage your enquiry, and to trusted service providers we use to operate our systems.

We may also share information where required by law, where necessary to establish or protect legal rights, or where it is necessary to safeguard a child or adult at risk.

We will keep enquiry information only for as long as it is reasonably needed for the purposes for which it was collected. If your enquiry leads to a booking or membership, relevant information may become part of the student's or customer's ongoing record.

Further information about how long we keep information, who we may share it with and your data protection rights can be found in our Data Protection and Privacy Policy.

5. Enquiries and Availability

Submitting an enquiry:

- does not commit you to booking lessons or becoming a KitchenJam member; and
- does not guarantee a particular lesson, teacher, time or location will be available.

Any booking or membership will be subject to the relevant KitchenJam terms and conditions.

6. Safeguarding

If information provided through an enquiry raises a safeguarding concern, KitchenJam may use or share that information where necessary to protect a child or adult at risk.

Safeguarding concerns will be handled in accordance with our Safeguarding Policy.

7. Questions About Your Information

More information about how KitchenJam collects and uses personal information, including your data protection rights and how to raise a concern, can be found in our Data Protection and Privacy Policy and Website Privacy Policy.

If you have any questions before submitting an enquiry, please contact hello@kitchenjam.com.

By clicking "Submit", you confirm that the information you have provided is accurate to the best of your knowledge and that you have read the information above.