

WEBSITE PRIVACY POLICY FOR KITCHEN JAM



Last reviewed 20/09/2025

1. INTRODUCTION

Kitchen Jam ("we", "our", or "us") is committed to protecting and respecting your privacy when you visit our website. This Website Privacy Policy explains how we collect, use, and safeguard information obtained through our website at **www.kitchenjam.com**. This policy complies with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

2. INFORMATION WE COLLECT

2.1 INFORMATION YOU PROVIDE TO US:

- Contact details (your name, email address, phone number)
- Information about potential students (child's name, child's age)
- Enquiry comments or questions you submit
- All of the above is collected through our online enquiry form
- Correspondence sent to us via our website

2.2 INFORMATION WE AUTOMATICALLY COLLECT:

- Technical information including your IP address, browser type and version
- Information about your visit including pages viewed, time spent on pages
- Referral source and website navigation paths
- This information is collected using cookies and similar technologies

3. COOKIE POLICY

Our website uses cookies to enhance your browsing experience and provide certain features.

3.1 WHAT ARE COOKIES?

Cookies are small text files placed on your device when you visit our website. They help us recognise your device and remember information about your visit.

3.2 TYPES OF COOKIES WE USE:

- **Essential cookies:** Required for the website to function properly
- **Analytical/performance cookies:** Allow us to recognise and count visitors and see how they move around our website
- **Functionality cookies:** Enable the website to remember choices you make
- **Targeting cookies:** Record your visit to our website, the pages visited and links followed

3.3 MANAGING COOKIES:

You can manage cookies through your browser settings. Most browsers allow you to block or delete cookies. Please note that restricting cookies may impact your experience of our website.

4. HOW WE USE YOUR INFORMATION

We use the information we collect to:

- Provide and improve our services
- Process and respond to your enquiries about lessons
- Respond to enquiries
- Send relevant communications about our services
- Manage our relationship with you
- Analyse website performance and usage

5. LEGAL BASIS FOR PROCESSING

We process your personal data on the following legal bases:

- **Consent:** Where you have explicitly agreed to the processing
- **Contract:** Where processing is necessary for the performance of a contract
- **Legitimate Interest:** Where processing is in our legitimate interests and not overridden by your rights
- **Legal Obligation:** Where processing is necessary to comply with legal obligations

6. DATA SHARING

We may share your personal information with:

- Staff members who need access to fulfil their duties
- Service providers who help us operate our website (e.g., hosting providers, payment processors)
- Third parties when required by law or to protect our rights

We require all third parties to respect the security of your personal data and treat it in accordance

7. DATA SECURITY

We have implemented appropriate security measures to protect your personal data from unauthorised access, alteration, disclosure, or destruction. These include:

- Encryption of sensitive data
- Regular security assessments
- Limited access to personal information
- Secure hosting environments

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected. This includes:

- **Enquiry form submissions:** 1 year after the last interaction, or longer if you become a student with us
- **If you become a student:** For the duration of your relationship with us plus 6 years for legal and administrative purposes
- **Analytical data:** Up to 26 months in an anonymised format

9. YOUR RIGHTS

Under UK data protection laws, you have rights regarding your personal data, including:

- **Right to access:** Request copies of your personal data
- **Right to rectification:** Request correction of inaccurate data
- **Right to erasure:** Request deletion of your data in certain circumstances
- **Right to restrict processing:** Request limits on processing your data
- **Right to data portability:** Request transfer of your data
- **Right to object:** Object to processing of your data
- **Rights related to automated decision-making:** Not be subject to decisions based solely on automated processing.

To exercise these rights, please contact our Data Protection Officer using the details below.

10. CHILDREN'S PRIVACY

Our website is not intended for children under 13. We do not knowingly collect data from children under 13. If you are a parent or guardian and believe your child has provided us with personal information, please contact us.

11. LINKS TO OTHER WEBSITES

Our website may contain links to third-party websites (such as social media platforms or music resources). We are not responsible for the privacy practices or content of these websites. We encourage you to read the privacy policies of any website you visit.

12. CHANGES TO THIS PRIVACY POLICY

We may update this policy periodically. The latest version will always be available on our website with the updated date at the top of the policy. Significant changes will be notified to you.

13. CONTACT INFORMATION

If you have questions about this Website Privacy Policy or our data practices, please contact our Data Protection Officer:

Data Protection Officer: Darryl Powis

Email: darryl@kitchenjam.com

Address: Kitchen Jam, 8-10 Penny Brookes Street, E20 1BN

14. COMPLAINTS

If you have concerns about our data practices, please contact us first. You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues

(www.ico.org.uk).