

GAMEWAGON

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UNDERSTANDING

We understand that privacy and security of your personal information is extremely important. Because of that, this policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.

INTRODUCTION

This privacy policy is provided by Gamewagon Limited and applies to you if you organise for your child one of our parties, events, workshops or use our online academy (www.juniorgamecreators.co.uk), over the phone, through our mobile applications or interact with us on social media, email, post or through any other digital or physical means of communication. This policy gives effect to our commitment to protect your personal information and has been adopted by the entire Gamewagon team.

WHO ARE WE?

When we say 'we', 'us', or 'our' in this policy, we're generally referring to the distinct legal entity of Gamewagon Limited with Company Registration Number 08257389, registered with Companies House in England & Wales.

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INFORMATION WE COLLECT FROM YOU

We collect information directly from you when you choose to participate in our offers and programs, subscribe, call or email us, or otherwise provide information directly with us.

The following are examples of information we may collect directly from you:

- Name.
- Child's name.
- Email address.
- Postal address.
- Username and password.
- Phone number.
- Child's date of birth.
- Photography consent for children attending our events.
- Emergency contact information such as name and phone number.
- Payment information and bank account details.
- Future communication preferences.

HOW WE USE YOUR INFORMATION

We use the information we collect to provide you services, products and offers and, to deliver to you content tailored to your interests, communicate logistical information regarding services or events purchased, for advertisement purposes and to conduct other Gamewagon operations. The following are examples of how we may use the information we collect:

- Answer your questions or respond to your requests.
- Develop new products and services.
- Create and manage your account.
- Process payment for purchases or services.
- Send you emails with personalised information about us which we think may be of interest to you!
- Allow you to participate in social sharing on our websites.
- Communicate logistics around events you or your child are attending.
- Send username and password details for online accounts.
- Ask for feedback after receiving our services or purchasing our products.
- Subscribe you to our email newsletter sent from time to time.

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KEEPING YOU INFORMED ABOUT OUR PRODUCTS AND SERVICES

We would like to keep you informed about the great events, parties, camps, ideas, products, services and offers from Gamewagon Limited from time to time that we think might be of interest to you. Where you have consented to us doing so, we may do this through the post, by email, text message, online, using social media, push notifications via apps, or by any other electronic means. We won't send you marketing messages if you tell us not to but we will still need to send you occasional service-related messages (such as event confirmation or payment processing). If you wish to amend your marketing preferences please contact us (see details below).

INFORMATION SHARING

The success of our business depends on your trust. Your details are not passed to any third parties, or marketers outside of the company.

OUR WEBSITE

We take a proactive approach to user privacy and ensure the necessary steps are taken to protect your privacy throughout your visiting experience. Our website complies to all UK national laws and requirements for user privacy.

i) Use of Cookies

Our website uses cookies to better your experience while visiting the website. Where applicable our website uses a cookie control system allowing you on your first visit to the website to allow or disallow the use of cookies on your computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

FYI: Cookies are small files saved to a user's computer hard drive that track, save and store information about your interactions and usage of the website. This allows the website, through its server to provide you with a tailored experience within the website.

We would advise that if you wish to deny the use and saving of cookies from our website onto your computer or device's hard drive, that you should take necessary steps within your web browser's security settings to block all cookies from our website.

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ii) Google Analytics

We have implemented Google Analytics on our website based on Display Advertising (Google Analytics Demographics and Interest Reporting). You can opt-out of Google Analytics for Display Advertising and customise Google Display Network ads using the Ads Settings. In addition, you can use the Google Analytics Opt-Out Browser Add-on to disable tracking by Google Analytics. We will use the data provided by Google Analytics Demographics and Interest Reporting to develop our website and content around all of our users' interests.

iii) External Links

Although our website only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout our website.

Gamewagon Limited cannot guarantee or verify the contents of any externally linked websites despite our best efforts. You should therefore note that clicking on external links is done at your own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

EMAIL NEWSLETTER

We operate an email newsletter program, used to inform subscribers about products and services supplied by Gamewagon Limited. You can subscribe to our email newsletter through an online automated process should you wish to do so but please do so at their your discretion. Some subscriptions may be manually processed through prior agreement with the user.

Subscriptions are taken in compliance with UK Spam Laws detailed in the Privacy and Electronic Communications Regulations 2003. All personal details relating to subscriptions are held securely and in accordance with the EU General Data Protection Regulation 2018. No personal details are passed on to third parties nor shared with companies / people outside of the company that operate our website or mailing list.

Under the EU General Data Protection Regulation 2018 you may request a copy of personal information held about you by Gamewagon Limited's email newsletter program. If you would like a copy of the information held on you please contact us in writing.

Email marketing campaigns published by Gamewagon Limited may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include: the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity.

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This information is used to refine future email campaigns and supply you with more relevant content based around your activity.

In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable clear instructions on how to un-subscribe will be detailed instead.

i) How do I get my name removed from Gamewagon Ltd's mailing list?

Each mailing we send you will contain details of how you can unsubscribe. Please follow unsubscribe instructions. Please note that it may take up to 7 days to action your request.

SOCIAL MEDIA PLATFORMS

Communication, engagement and actions taken through external social media platforms that we participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

We would advise you to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to your own privacy and personal details. Gamewagon Limited will never ask for personal or sensitive information through social media platforms and we encourage you to contact us through our primary communication channels such as email or telephone if you wish to discuss details for your events and parties.

Gamewagon Limited may use social sharing buttons which help share web content directly from web pages to social media platforms. We would advise you, before using such social sharing buttons that you do so at your own discretion and note that the social media platform may track and save your request to share Gamewagon Limited through your social media platform account.

i) Shortened Links in Social Media

Through our social media platform accounts, we may share web links to relevant web pages. By default some social media platforms shorten lengthy website addresses.

We would advise you to take caution and good judgement before clicking any shortened URLs published on social media platforms by Gamewagon Limited or others. Despite our best efforts to ensure only genuine URLs are published many social media platforms are prone to SPAM and hacking and therefore we cannot be held liable for any damages or implications caused by visiting any shortened links.

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ACCESS AND CORRECTION OF YOUR INFO

You have the right to access the personal information that we hold about you (as defined in the EU General Data Regulation Protection 2018) upon receipt of a written request.

Before providing personal information to you or another person on your behalf, we will ask for proof of identity and sufficient information about your interactions with us so that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

RIGHT TO STOP OR LIMIT YOUR DATA

You have the right to object to:

- i. us processing your personal information if we are not entitled to use it anymore,
- ii. to have your information deleted if we are keeping it too long, or
- iii. have your data processing restricted in certain circumstances.

If you would like to exercise this right, please contact us in writing.

COMPLAINTS

If you believe that we have processed personal data in violation of applicable laws, please contact us in writing as described below.

If you believe that we have processed personal data in violation of applicable law and have failed to remedy such violation to your reasonable satisfaction, you may lodge a complaint with a supervisory authority.

HOW LONG DO WE KEEP YOUR INFORMATION?

We will retain a record of your personal information. This is done in order to provide you with a high quality and consistent service across our company. We will always retain your personal information in accordance with law and regulations and never retain your information for longer than is necessary.

HOW TO CONTACT US

By email: niki.rice@gamewagon.co.uk

By post: Cutlers Court, 115 Houndsditch, London, EC3A 7BR