

Privacy & Cookies Policy

Safe and Sound Events Ltd, trading as Safe and Sound Event Childcare (“Safe and Sound Events”, “we”, “us” or “our”)

Last updated: August 2026

At Safe and Sound Events, we take the privacy and security of the families, clients and visitors we work with seriously.

This Privacy & Cookies Policy explains what personal information we collect, why we need it, how we use and protect it, and your rights in relation to your personal data.

1. Who We Are

Safe and Sound Events Ltd provides professional childcare services for weddings, corporate events and other occasions.

For the purposes of UK data protection law, the Data Controller is:

Safe and Sound Events Ltd
Company No. 09993487
Registered Office: Elmbank, Bishop's Stortford, Hertfordshire

Stephanie Wallis, Director
Telephone: 07774 708569
Email: stephanie@safeandsoundevents.com

Throughout this policy, references to **Safe and Sound Events**, **we**, **us** or **our** mean Safe and Sound Events Ltd.

2. Information We Collect

The information we collect depends on how you interact with us.

Website visitors

When you visit our website, limited technical information may be collected, such as:

- information about your visit and the pages you access;
- general website traffic and usage information;
- your cookie preferences; and
- technical information required for the website to operate correctly.

You can find more information about this in the Cookies section below.

Enquiries and bookings

Bookings are not made directly through our website. If you contact us by email to make an enquiry or booking, we may collect information including:

- your name;
- address;
- telephone number;
- email address;
- details about your event; and
- other information you provide to us in connection with your enquiry or booking.

We use this information to respond to your enquiry, arrange and manage your booking and provide our childcare services.

Information about children

Once childcare arrangements are being made, parents or guardians are provided with a separate editable form to supply the information we need about the child or children in our care.

This may include:

- name;
- date of birth;
- emergency contact details;
- allergies;
- medical conditions;
- medication information;
- dietary requirements;
- additional needs; and
- any other information necessary for us to provide appropriate and safe care.

Some of this information, particularly information concerning a child's health, is classed as special category personal data under UK data protection law and requires additional protection.

We only ask for information that is relevant to the care we are being asked to provide.

Relevant members of the Safe and Sound Events childcare team may be given access to the information they need to care for your child safely and appropriately during an event.

3. How and Why We Use Personal Information

We use personal information where necessary to:

- respond to enquiries;

- provide quotations and arrange bookings;
- communicate with parents, guardians, clients, venues and other relevant parties;
- plan and provide our childcare services;
- ensure we understand the individual care, medical, allergy or additional requirements of children attending an event;
- manage payments, invoicing and our business records;
- meet our contractual obligations;
- meet our legal, regulatory and safeguarding responsibilities; and
- establish, exercise or defend legal claims where necessary.

Our lawful basis for processing information will depend on the circumstances and may include processing necessary to take steps before entering into a contract, to perform a contract, to comply with a legal obligation, or for our legitimate business interests where those interests do not override your rights.

Where we process special category information, including relevant health information about children, we will only do so where there is an appropriate lawful basis and condition for processing that information under applicable data protection law.

We do not currently use customer information for email marketing or newsletters.

4. Sharing Personal Information

We do not sell or rent your personal information.

We only share personal information where it is necessary and appropriate. This may include sharing relevant information with:

- Safe and Sound Events team members providing childcare at your event;
- professional advisers or service providers who assist us in operating our business;
- venues or suppliers where information is genuinely required in connection with the services being provided; and
- regulatory bodies, law enforcement agencies or other authorities where we are legally required to do so.

Information about a child, including medical, allergy or additional-needs information, is only shared with those who need the information in order to provide appropriate care or where disclosure is otherwise required by law.

5. How Long We Keep Your Information

We do not keep personal information for longer than necessary.

Records relating to bookings and the childcare services we provide are generally retained for six years, where appropriate for our business, contractual, insurance and legal requirements.

At the end of the relevant retention period, personal information will be securely deleted or destroyed unless we have a legal or other legitimate reason to retain it for longer.

6. Security

We take appropriate technical and organisational measures to protect the personal information we hold against loss, misuse, unauthorised access, alteration or disclosure.

Our website uses HTTPS encryption to protect information transmitted between your browser and the website.

While no method of transmitting or storing information can be guaranteed to be completely secure, we regularly consider the measures we use to protect the personal information entrusted to us.

7. Cookies

Our website uses cookies and similar technologies to enable the website to function correctly and to help us understand how visitors use it.

Cookies are small files stored on your device when you visit a website.

Necessary cookies

Some cookies are necessary for the website to operate and do not require your consent.

Optional cookies

Other cookies, such as analytics or similar non-essential cookies, will only be used where appropriate after you have made a choice through our cookie consent system.

When you first visit our website, you will be given the opportunity to manage your cookie preferences.

You can change or withdraw your cookie choices using the cookie controls available on our website. You can also control cookies through your browser settings, although disabling certain necessary cookies may affect how some parts of the website work.

We may update the cookies and technologies used on our website from time to time.

8. Third-Party Websites

Our website may contain links to websites operated by third parties.

Once you follow a link to another website, that organisation will be responsible for how it collects and uses your information. We recommend reviewing the privacy and cookie information provided by any third-party website you visit.

Safe and Sound Events Ltd is not responsible for the privacy practices of third-party websites.

9. Your Data Protection Rights

Depending on the circumstances, UK data protection law gives you a number of rights regarding your personal information.

These may include the right to:

- ask us for a copy of the personal information we hold about you;
- ask us to correct information that is inaccurate or incomplete;
- ask us to delete your personal information in certain circumstances;
- ask us to restrict the way we use your information;
- object to certain uses of your personal information;
- ask us to transfer information you have provided to us in certain circumstances; and
- withdraw your consent where we are relying on consent to process your information.

These rights do not apply in every situation, and in some circumstances we may be required or permitted to retain information despite a request for its deletion.

You will not normally be charged for exercising your data protection rights.

To make a request or ask a question about the personal information we hold, please contact:

Safe and Sound Events Ltd
Stephanie Wallis, Director
Telephone: 07774 708569
Email: stephanie@safeandsoundevents.com

10. Making a Complaint

If you have concerns about the way we handle your personal information, please contact us first so that we have the opportunity to address them.

You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Further information about your data protection rights and how to contact the ICO is available on the ICO website.

11. Changes to This Policy

We may update this Privacy & Cookies Policy from time to time to reflect changes to our services, the way we use personal information, the technologies used on our website or changes in legal requirements.

The latest version will always be published on our website, with the date it was last updated shown at the top of this page.