

Bairn and Bear Privacy Policy

Effective Date: 12/5/26

Bairn and Bear, Kirsty Bojeng is committed to protecting and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

This Privacy Policy explains how I collect, use, store, and protect your personal information when you use my potty-training consultancy services, visit my website (**bairnandbear.com**), or communicate with me.

1. Who I Am

Business Name: Bairn and Bear

Owner: Kirsty Bojeng

Email: bairnandbearpottytraining@gmail.com

Website: bairnandbear.com

For the purposes of data protection law, I am the data controller of your personal information.

2. Information I Collect

I may collect and process the following categories of personal information:

Information You Provide Directly:

- Parent or guardian name
- Email address
- Phone number
- Home address (if relevant)
- Child's name and age
- Child development, behavioural, or potty-training history
- Relevant medical or health information you choose to share
- Questionnaire responses
- Payment and billing information
- Communications via email, website forms, or consultations

Information Collected Automatically:

When you visit my website, I may collect:

- IP address
- Browser type
- Device information
- Website usage data

- Cookies and analytics data
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3. How I Use Your Information

I use your personal data to:

- Deliver potty-training consultations and support services
- Respond to enquiries
- Process bookings and payments
- Tailor services to your child's needs
- Maintain service records
- Meet legal or safeguarding obligations
- Improve website performance and user experience
- Send relevant service communications
- Manage cancellations, refunds, or scheduling

I will only use your information where I have a lawful basis to do so.

4. Lawful Bases for Processing

Under UK GDPR, I rely on the following lawful bases:

- **Contract:** To provide the services you have purchased
- **Consent:** Where you voluntarily provide certain sensitive information
- **Legal Obligation:** For safeguarding or legal compliance
- **Legitimate Interests:** To improve services and operate my business effectively

Where consent is used, you may withdraw it at any time.

5. Special Category Data

Because my services may involve information about your child's health or development, I may process sensitive personal data (special category data).

This will only be collected when necessary and with appropriate safeguards.

6. How Your Data Is Stored

I take appropriate technical and organisational measures to protect your personal data, including:

- Password-protected systems
- Secure digital storage
- Limited access to client records
- Confidential handling of child-related information
- Secure payment processing via third-party providers

While I take reasonable precautions, no online system can be guaranteed completely secure.

7. Data Retention

I retain personal data only for as long as necessary to:

- Provide services
- Fulfil legal, tax, or safeguarding obligations
- Resolve disputes
- Maintain business records

Once data is no longer required, it will be securely deleted or anonymised.

8. Sharing Your Information

I do not sell or rent your personal information.

Your data may only be shared with:

- Payment processors
- Website or booking platform providers
- Professional advisers where legally necessary
- Safeguarding authorities where required by law
- Regulatory bodies if legally obligated

All third-party processors are expected to comply with data protection laws.

9. Safeguarding Obligations

If I believe there is a serious concern regarding the welfare or safety of a child, I may share relevant information with safeguarding or legal authorities in accordance with my legal obligations.

10. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request erasure of your data
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

ICO Contact:

<https://ico.org.uk>

To exercise your rights, email: bairnandbearpottytraining@gmail.com

11. Cookies

My website may use cookies or similar technologies to improve user experience and monitor site performance.

You can control cookies through your browser settings.

If required, a separate Cookie Policy should be provided.

12. Third-Party Services

My website or business systems may use trusted third-party tools such as:

- Payment providers
- Website hosting
- Booking software
- Email communication platforms

These providers may process your information on my behalf and are expected to maintain appropriate security standards.

13. International Data Transfers

Where third-party providers store data outside the UK, I will take reasonable steps to ensure appropriate safeguards are in place.

14. Children's Privacy

My services are directed at parents and guardians, not children directly.

Any child-related data is provided by parents or legal guardians solely for the purpose of delivering consultancy services.

15. Changes to This Privacy Policy

I may update this Privacy Policy from time to time to reflect legal, operational, or service changes.

The latest version will always be available on **bairnandbear.com**.

16. Contact Information

For any privacy or data protection concerns, please contact:

Kirsty Bojeng

Bairn and Bear

Email: bairnandbearpottytraining@gmail.com

Website: bairnandbear.com

By using my services or website, you acknowledge that you have read and understood this Privacy Policy.