



## PRIVACY AND COOKIE POLICY

Parent PA is committed to protecting your privacy. This privacy policy (together with our [Website Terms of Use](#) and any other documents referred to in this privacy policy) sets out how your personal information (meaning any information about you which is personally identifiable like your name, address, telephone number or e-mail address, generally referred to throughout this policy as "**personal information**") will be stored and used. Please read this privacy policy carefully to understand our practices regarding your personal information.

Any reference to "**you**" or "**your**", means you as a user of our website at [www.parent-pa.co.uk](http://www.parent-pa.co.uk) ("**Website**"). Any reference to "**we**", "**us**" or "**our**" is to Thomas Solutions Limited trading as Parent PA.

This privacy policy only applies to the collection of your personal information by us and the use of that personal information by us and those whom we authorise. It does not cover third party websites to which we provide links, nor does it cover advertisers. They may have their own privacy policies and/or terms and conditions of use.

By accessing and continuing to use the Website, you accept the terms of this privacy policy. Please note that we may update and amend the privacy policy from time to time and any changes will be posted on the Website. If you do not agree with any of our privacy policy then you should not use the Website.

### WHAT INFORMATION DO WE HOLD ABOUT YOU AND HOW IS IT COLLECTED?

We may collect and process the following information about you:

- information that is provided to us from the school or nursery and any information you add or amend by accessing your account on our Website, such as your name, contact details and preferences. We may also ask you for information if you report a problem with our Website;
- details of any transactions you carry out through our Website;
- if you contact us, we may keep a record of that correspondence;
- we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them; and/or
- details of your visits to our Website including, but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access.

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.



In addition, in common with many other online services, we may use "cookies" or other devices to store and sometimes track information about you (see section entitled "Cookies and other such devices" below).

## **HOW DO WE USE INFORMATION ABOUT YOU?**

We use information about you to help us provide you with a more personalised service which is tailored to suit your needs.

Your personal information may be used by us to:

- monitor, develop and improve the Website, services and your experience;
- ensure that content from our Website is presented in the most effective manner for you and your computer;
- allow you to participate in any interactive features of our Website (whether present now or in the future), when you choose to do so;
- carry out our obligations arising from any contracts entered into between you and us;
- process and deal with any complaints, feedback or enquiries made by or about you; and/or
- investigate any suspected breach of the [Website Terms of Use](#) or the breach of other terms and conditions otherwise relating to you and to monitor compliance including by way of checking postings or submissions to the Website and using keyword triggers to investigate usage that may be inappropriate.

If you have an account on our Website, your personal information may, in addition to the above, be used by us to:

- contact you in the event of queries or for security reasons; and/or
- carry out our communication service (by text and/or email) on behalf of the school or nursery.

Where and only where requested by you we will send you and keep you updated with information by email, telephone or mail about existing and new services and functionality that we offer.

**To unsubscribe from receiving any such communications, you can use the facility contained in any such communication or you can email us at the email address below or write to us by mail to the address below stating that you do not wish to receive further communications from us.**

## **WHERE DO WE STORE YOUR PERSONAL DATA?**

The data that we collect from you will be stored on servers in the European Economic Area ("EEA"). It may be transferred and processed by staff operating outside the EEA who work



for us or for one of our suppliers. Such staff may be engaged in, among other things, the processing of your details, the processing of your communications and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

### **AMENDING YOUR INFORMATION**

Where you have a user account that you can access and login to use certain services we provide, you may change or update your details at any time via your account or by contacting us or the school or nursery. You must make sure that you update your details as soon as possible with any and all relevant changes.

### **COOKIES AND OTHER SUCH DEVICES**

Like many other websites, our Website uses cookies and other similar devices to collect data. A cookie is a small amount of data sent from our server and stored on your computer's hard drive.

#### **Cookies that are strictly necessary for the operation of the Website:**

Some of the cookies we use are essential for parts of the Website to operate and are already set. These are strictly necessary for the provision of services requested by you and without them our Website cannot operate as intended.

Cookie Name	Description/purpose	Expiry
PHPSESSID	Enables user login system	When the browser is closed (session)
REMEMBERME	Enables app to optionally 'remember me' - remembers logged in status	1 day

#### **Other uses of cookies (where you have consented to such use)**

Where you consent to us doing so, we may also use cookies and other such devices to:

- allow you to carry information across pages of our Website and avoid having to re-enter information;
- measure and improve the performance of our Website;
- within your account to allow you to access stored information;



- help us recognise you as a unique visitor when you return to our Website and to allow us to tailor content or advertisements to match your preferred interests or to avoid showing you the same adverts repeatedly;
- speed up searches;
- within research surveys to ensure you are not invited to complete a questionnaire too often or after you have already done so; and/or
- provide additional functionality on our Website.

#### **Other cookies outside of our control:**

We may use external services such as YouTube, Twitter or Facebook, to display certain content on our Website. We cannot prevent such websites from collecting information about your usage of their services on our Website, for example, number of plays of a video.

Like many other organisations, we use **Google Analytics**, a web analytics service provided by Google, Inc. Google Analytics sets a number of cookies in order to evaluate your use of our Website and enable us to carry out actions including (but not limited to):

- tracking the number of visitors to our Website;
- monitoring the number of users on our Website at any given time; and
- analysing popular content on our Website.

Google stores the information collected by these cookies on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using our Website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

See this link for how to reject or delete this cookie:  
<http://www.google.com/intl/en/privacypolicy.html>

#### **How do I manage and delete these cookies?**

Most internet browsers are automatically set up to accept cookies, but you can set your browser to refuse a cookie or ask your browser to show you where a cookie has been set up. Certain services are only activated by the presence of a cookie and, if you choose to refuse cookies, particular features of this Website may not be available to you.

Find out how to disable/enable cookies by clicking on the “Managing Cookies” section of the Interactive Advertising Bureau UK website on the following link  
<http://www.allaboutcookies.org>.



## **WILL WE SHARE YOUR INFORMATION WITH THIRD PARTIES?**

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may pass your information to other parties as follows:

- if we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- we may pass your personal information to our employees and agents to administer the services provided to you by us now or in the future;
- some general statistical information about the Website user base, sales patterns, traffic volumes and related matters may be passed on to reputable third parties but these details will not include information personally identifying you; and
- we may disclose your personal information to the police, regulatory bodies or legal advisers in connection with any alleged criminal offence or suspected breach of the Website Terms of Use and / or the breach of other terms and conditions otherwise relating to you or otherwise where required by law and we will co-operate with any law enforcement authorities or court order requesting or directing us to disclose the identity of or locate anyone breaching the Website Terms of Use or otherwise for the prevention or detection of crime or the apprehension or prosecution of offenders.

We do not pass or sell your personal information to third persons for any other purpose than those set out above.

Always think carefully before disclosing your personal information or other information to other users of the Website or otherwise posting your personal information on the Website. It is important that you are aware that any of your personal information or other information which you disclose to another user may then be disclosed on the Website by that user. We have no responsibility or control over the contents of communications made between users of the Website.

## **SECURITY/HOW DO WE PROTECT YOUR INFORMATION?**

We endeavour to take all reasonable steps to protect your personal information.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

If you have an account on our Website, we will store your password. To protect security, we do not have access to or visibility of any passwords on our system. Should you forget your password, we will send you an email to the email address that we have for you and provide a link to reset your password with a new one.



## **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to this privacy policy in the future will be posted on this page and, where appropriate, notified to you by email.

This privacy policy was last updated on 13 June 2013.

## **CONTACT DETAILS:**

You can email us with any questions, queries or complaints at [info@parent-pa.co.uk](mailto:info@parent-pa.co.uk) or post mail to us at Thomas Solutions Limited trading as Parent PA, Prospect House, 2 Brookfield Lane, Cotham, Bristol BS6 5PD.

We are registered under the Data Protection Act 1998 and have notified the Information Commissioner's Office about our data processing activities under registration number ZA005421.