



Pop'n'Olly C.I.C.
Company Number: 11939275
Unit 1, The AJM Centre
Prospect Business Park
Swanage
BH19 1FE
info@popnolly.com

Privacy Notice

Effective date of this Privacy Notice: 21 September 2026.

1. Pop'n'Olly C.I.C.

Pop'n'Olly C.I.C. ("**Pop'n'Olly**", "**we**", "**us**" or "**our**") is committed to protecting and respecting your data protection rights. We are a not-for-profit Community Interest Company with the aim of teaching about equality and diversity whilst ultimately helping to combat LGBT+ prejudice before it can begin to form.

This Privacy Notice ("**Notice**") explains how we collect, use, store, share and otherwise process personal data when you:

- visit our website;
- purchase our products or services;
- donate to us;
- subscribe to our newsletter or mailing lists;
- register for events or training sessions;
- contact us with an enquiry; or
- otherwise interact with us.

In respect of the interactions outlined above and for the purposes of applicable data protection laws, including the UK General Data Protection Regulation ("**UK GDPR**"), Pop'n'Olly is the controller of your personal data.

2. What personal data do we collect?

Depending on how you interact with us, we may collect the following categories of personal data:

- **Identity Data**, including your name and e-mail address.
- **Account Data**, including your username, password and other profile details.
- **Transaction Data**, including your purchase history and payment details.
- **Technical Data**, including your computer and connection information. This includes your IP address (encrypted by Wix.com), cookies information, device type, browser information and relevant timestamps.
- **Session Data**, including page response times, length of visits to certain pages, page interaction information and methods used to browse away from the page.
- **Interaction Data**, including your comments, feedback, product reviews and recommendations.

3. What personal data do we process for what purpose and pursuant to what lawful basis?



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Purpose of Processing	Personal Data Processed	Lawful Basis
To provide educational resources, workshops, training sessions, consultancy services and other educational programmes requested by you or your organisation. To communicate with you and respond to enquiries regarding the same.	Identity Data, Account Data, Transactional Data, Interactional Data	Contractual necessity - we use your personal data to communicate effectively with individuals, schools, educators, parents, carers and organisations to whom Pop'n'Ollly provides a contractual service.
To process purchases, donations, payments and other financial transactions.	Identity Data, Account Data, Transactional Data, Interactional Data	Contractual necessity - we use your personal data to process purchases, donations, payments and other financial transactions.
To send newsletters, educational updates, event information and other communications relating to our work, resources, campaigns and services.	Identity Data, Account Data, Transactional Data, Interactional Data	Consent - we use your personal data to send newsletters and marketing communications only where we have obtained your consent to do so.
To administer and improve our website and services and understand how visitors engage with our content and resources.	Session Data, Interactional Data, Transactional Data, Account Data	Legitimate interests - we use your personal data to improve your experience on our website, understand how visitors interact with our content and ensure our resources remain relevant and accessible. This supports our legitimate interest of hosting an efficient and effective website for our organisation. Consent - we may also use your personal data for this purpose where we have obtained your consent, including through the use of certain cookies and similar technologies.
To manage complaints, concerns, feedback, safeguarding issues, disputes and legal claims.	Identity Data, Account Data, Transactional Data, Interactional Data, Session Data, Technical Data, Interactional Data	Legitimate interests - we use your personal data to investigate and respond appropriately to complaints, safeguarding matters and disputes. This supports our



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		legitimate interests of operating as a responsible and responsive organisation. Legal obligation - we may also use your personal data where necessary to comply with legal, regulatory or safeguarding obligations.
To comply with our legal obligations	Identity Data, Account Data, Transactional Data, Interactional Data, Session Data, Technical Data, Interactional Data	Legal obligation - This processing is necessary for the compliance with legal obligations to which we are subject.

4. Children's personal data

Given the nature of our work with schools and young people, we take the protection of children's personal data seriously. We do not knowingly collect personal data directly from children through our website without appropriate consent or another lawful basis.

5. With whom do we share your personal data?

We may share your personal data with:

- website hosting providers, including Wix.com;
- cloud storage and productivity providers;
- payment processors and payment service providers, including Stripe, PayPal and SumUp;
- IT support and website service providers; and
- service providers who support the delivery of our educational programmes, resources, events and organisational activities.

Our website is hosted on Wix.com. Wix.com provides us with an online platform that allows us to sell our products and services to you. Your personal data may be stored through Wix.com's data storage, databases as well as the general Wix.com applications. Wix.com stores your personal data on secure servers behind a firewall. Your data may also be stored within our secure Google Drive and iCloud. All direct payment gateways offered by Wix.com and used by us adhere to the standards set by PCI-DSS, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by us and our service providers.

6. How long do we retain your personal data?



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We will retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying any legal, regulatory, tax, accounting or reporting requirements.

When determining appropriate retention periods, we consider:

- the nature and sensitivity of the personal data;
- the purposes for which it was processed;
- legal and regulatory requirements; and
- the potential risk of harm arising from unauthorised use or disclosure.

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

7. Your rights under the UK GDPR

You have the following rights under applicable data protection laws in relation to your personal data:

- The right to ask us for copies of your personal data.
- The right to ask us to erase your personal data under certain circumstances.
- The right to request that your personal data is rectified if you think it is inaccurate.
- The right to request restriction of the processing of your personal data in certain circumstances.
- The right to object to the processing of your personal data in certain circumstances.
- The right to data portability. This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.
- If we process your personal data on the basis of your consent, you have the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.
- The right to make a complaint to us if you consider that, in connection with your personal data, there is an infringement of the UK GDPR.

If you have any concerns regarding how we collect, use or otherwise process your personal data, please contact us in the first instance and we will do our best to resolve your concerns. You also have the right to lodge a complaint at any time with the Information Commissioner's Office ("ICO"), the UK supervisory authority for data protection matters. Further information regarding the ICO and the complaints process is available on the ICO's website. We would, however, appreciate the opportunity to address your concerns before you approach the ICO and would therefore encourage you to contact us first using the details set out below.

8. Cookies

The following sections explain how we use cookies and similar technologies when you visit our website.



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Cookies are small text files that are placed on your device by websites that you visit. They are widely used to make websites function and/or to provide information to the website owners. For example, cookies allow a website to recognise your device, remember your preferences, and collect information about how you use the site. Some cookies are stored only for your current browsing session (i.e., session cookies); others remain on your device for a set period of time or until deleted (i.e., persistent cookies).

Cookies may be:

- **first-party** — set directly by our website; or
- **third-party** — set by another organisation whose service is embedded in our site (for example, an analytics provider or advertising network).

9. Why do we use cookies?

We use cookies and similar technologies to:

- ensure that our website functions correctly;
- remember your preferences and settings;
- understand how visitors use our website and educational resources;
- improve the performance, functionality and accessibility of our website; and
- help us evaluate and improve our content, resources, services and user experience.

10. Types of cookies we use

For details of the categories of cookies we use, please refer to the "Settings" within the consent management platform (also known as a cookie banner) on our website.

The information processed when we deploy cookies usually includes your personal data (for example, IP address, session ID and/or associated information about how you interact with the website).

- Where we obtain your consent to set a particular type of cookie, we rely on *consent* as the lawful basis for processing that personal data.
- For personal data processed in relation to our deployment of strictly necessary cookies, we rely on our *legitimate interests* in maintaining the integrity of our website, systems and our continuity.

11. Managing your cookies preferences

You can manage or withdraw your consent at any time through our cookie banner or cookie preference tool, where available. You may also control cookies through your browser settings.



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Please note that disabling certain cookies may affect the functionality of our website and some features may not operate as intended.

12. How to contact us?

If you have any questions or comments regarding the information contained within this Notice, please contact us via email to info@popnolly.com.

13. Changes to this Notice

We keep this Notice under regular review to ensure that it remains accurate and reflects how we collect, use and protect personal data. This version was last reviewed and updated on 21 September 2026. We may update this Notice at any time to reflect changes to our activities, services or applicable data protection laws. Any updates will be published on this page and will take effect from the date of publication. We encourage you to review this Notice periodically so that you remain informed about how we use and protect your personal data.