



Privacy Policy - The Parenting Community Ltd

Effective Date: 03.09.2025

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1. Introduction

The Parenting Community Ltd (“we,” “our,” or “us”) is committed to protecting your privacy. We collect, use, and safeguard your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1a. Note on Branding

The Box Hub is a trading name of *The Parenting Community Ltd*. When you interact with The Box Hub (including purchases, subscriptions, or marketing communications), your personal data is collected and processed by *The Parenting Community Ltd*, which is the legal data controller. References to “we,” “our,” or “us” in this Privacy Policy therefore mean *The Parenting Community Ltd*, including its trading name The Box Hub.

This Privacy Policy explains:

- What personal data we collect
- How we use and protect your data
- Your rights concerning your personal data

By using our services or interacting with us, you consent to the terms in this Privacy Policy. If you do not agree, please discontinue use of our website and services.

2. What Personal Data We Collect and Why

A. Information You Provide to Us

- Purchase Products or Services – We collect necessary details to process your purchase, including name, address, email, and payment information.
- Create an Account – You may voluntarily provide personal data such as your name, email, and preferences.
- Contact Us – When you get in touch (via email, phone, or web form), we may store your contact details and any information you provide.

B. Information We Collect Automatically

- Device Information – IP address, browser type, operating system
- Usage Data – Pages visited, time spent on pages, and how you interact with content

C. Information from Third Parties

In some cases, we may receive information about you from third-party service providers, such as payment processors or delivery partners.

3. Legal Basis for Processing Your Data

We process your personal data under the following lawful bases:

- Contractual Obligation: To provide and fulfil the services you have requested (e.g., processing payments or delivering orders).
- Legitimate Interests: To improve our services, prevent fraud, and manage customer relationships.
- Consent: For marketing communications, use of cookies, or processing data where required. You can withdraw consent at any time by contacting us at support@theparentingcommunity.co.uk.
- Legal Compliance: To meet legal and regulatory obligations (e.g., tax or fraud prevention).

4. How We Use Your Personal Data

We use your information to:

- Verify your identity for security purposes
- Process orders and provide customer support
- Send transactional communications (e.g., order confirmations, delivery updates)
- Provide updates about new services or promotions (with your consent)
- Analyse website usage to enhance user experience
- Comply with legal obligations

We do not use your personal data for automated decision-making or profiling.

5. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to improve functionality and personalise your experience.

Types of Cookies We Use:

- Essential Cookies: Required for core website functionality.
- Performance Cookies: Track how visitors interact with our site (e.g., Google Analytics).
- Functionality Cookies: Store user preferences and enhance site experience.
- Targeting/Advertising Cookies: Deliver relevant advertisements.

You can control cookie settings through your browser or use our cookie preference tool to manage or disable non-essential cookies.

6. How We Share Your Personal Data

We do not sell or rent your personal data. However, we may share it under the following circumstances:

- Service Providers: We work with trusted third-party providers who help us process payments, host our website, and provide customer support. These providers are contractually bound to protect your data.
- Legal Compliance: We may disclose your data if required by law, court order, or a valid request from public authorities.
- Business Transfers: In the event of a merger, acquisition, or sale of our assets, your data may be transferred to the new entity.

7. Data Retention Policy

We retain your personal data only as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, and enforce our agreements.

Data Retention Periods:

- Customer data: Retained for 6 years after the end of the customer relationship, in line with tax and accounting laws.
- Marketing data: Retained until you withdraw your consent or opt out.

If you would like your data deleted or updated, contact us at [Your Contact Email].

8. Your Rights Under UK GDPR

As a data subject, you have the following rights:

- Access Your Data: Request a copy of the personal data we hold about you.
- Rectify Inaccurate Data: Correct any errors in your personal data.
- Erase Your Data: Request the deletion of your data where applicable.
- Object to Processing: Restrict or object to certain types of data processing.
- Withdraw Consent: Withdraw consent for marketing or non-essential cookies.

To exercise any of these rights, please email us at support@theparentingcommunity.co.uk.

9. Data Security Measures

We implement appropriate security measures to protect your personal data from unauthorised access, alteration, or destruction. These measures include:

- Secure server hosting
- Encryption of sensitive information
- Regular data security audits

However, no method of transmission over the Internet is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

10. Children's Privacy

We do not market directly to children under the age of 13. If you are under 13, you may use our site only with parental consent.

If we become aware that we have collected personal information from a child under 13 without verification of parental consent, we will take steps to delete such information.

11. Complaints and Dispute Resolution

If you believe that we have not handled your data properly or have concerns about how your data is processed, please contact us at [Your Contact Email].

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO): <https://ico.org.uk/make-a-complaint/>

12. Data Controller and Contact Information

The Parenting Community Ltd is the data controller responsible for the processing of your personal data under this Privacy Policy. The Box Hub is a trading name of *The Parenting Community Ltd*.

If you have any questions, concerns, or requests related to this Privacy Policy, please contact us at:

 Email: support@theparentingcommunity.co.uk

 Address: Registered business address available upon request.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our business practices. We encourage you to review it periodically.

If any significant changes are made, we will notify you via email or a notice on our website.