



Website Privacy Policy

Last updated: 22 September 2026

This policy explains how Isabello's Pre-School Ltd handles personal information when people visit our website, submit an enquiry or contact us online. It complements our Parent and Child Privacy Notice, which applies to registration and preschool records.

About this policy

This Website Privacy Policy explains how Isabello's Pre-School Ltd collects and uses personal information when people visit www.isabellos.co.uk, submit an enquiry or contact us through the website.

It applies only to information collected through our website and associated enquiries. Information collected when a child is registered with or attends Isabello's Preschool is covered by our separate Parent and Child Privacy Notice, which is contained within our Policies and Procedures and is also provided during the online registration process.

Our website is intended for parents, carers and other adults. Children should not submit personal information through the website.

Who we are

Isabello's Pre-School Ltd is the data controller responsible for personal information collected through this website.

Company number: 11239915

Registered address: The Church Hall, Oakhurst, Sayers Common, Hassocks, West Sussex, BN6 9JA

Email: info@isabellos.co.uk

Telephone: 07534 701 625

Information we collect

Enquiries

When you submit an enquiry through our website, contact us by email or arrange a visit, we may collect:

- Your name, email address and telephone number.
- Your child's name and date of birth.
- Your preferred start date.
- How you heard about us.

- Details included in your comments, questions or message.
- Information relating to an appointment or preschool visit.

Please do not include medical, safeguarding or other sensitive information in a general website enquiry. If we need this information, we will arrange an appropriate and secure way for you to provide it.

Website and analytics information

When you visit our website, our website platform and analytics services may collect limited technical information, including:

- Your IP address and browser or device type.
- The pages visited and the date and approximate time of a visit.
- The website or search engine from which you arrived.
- General information about how visitors use the website.
- Your cookie preferences.

Analytics information helps us understand which pages are useful, how visitors find the website and how we can improve it. We do not use website analytics to make decisions about individual children or families.

How and why we use your information

We use information submitted through an enquiry to:

- Respond to your questions and arrange a preschool visit.
- Discuss availability and possible admission.
- Provide information about our services.
- Maintain an appropriate record of our communication.
- Protect the security and proper operation of the website.

Our lawful basis for responding to enquiries is our legitimate interest in communicating with prospective families and operating the preschool. Where an enquiry concerns a possible childcare place, processing may also be necessary to take steps at your request before entering into a contract.

We will not add you to a marketing mailing list merely because you have submitted an enquiry.

We use non-essential analytics cookies or similar technologies only where you have given your consent through our cookie-preferences tool. You may refuse or withdraw this consent without affecting your ability to use the main parts of the website.

Strictly necessary technologies may be used without consent where they are required for the website to operate securely, remember your privacy choices or provide a function that you have requested.

Cookies and analytics

Cookies are small files or pieces of information stored on or accessed from your device. Our website may use:

- Strictly necessary cookies required for security and website operation.
- Preference cookies that remember choices such as your cookie settings.
- Analytics cookies that help us understand how the website is used.

Analytics cookies will not be activated unless you choose to accept them. You can accept, reject or change your choices using the cookie-preferences tool on the website.

Further details about the cookies used, their providers and how long they remain on your device are provided in our Cookie Declaration.

Withdrawing consent will not affect the lawfulness of analytics information collected before consent was withdrawn. You can also remove existing cookies using your browser settings.

Who we share information with

We do not sell personal information.

Where necessary, personal information may be processed by carefully selected service providers that help us operate the website and respond to enquiries, including:

- Our website hosting and maintenance provider.
- Our website analytics provider.
- Our email and communications providers.
- Appointment-booking services where you choose to arrange a visit.
- Professional advisers, insurers, regulators or public authorities where disclosure is required by law.

These providers may only use information for the services they provide to us and must protect it appropriately.

If an enquiry progresses to registration, information will be handled in accordance with our Parent and Child Privacy Notice and the privacy information displayed during the online registration process.

International transfers

Some website, analytics, email or booking-service providers may process information outside the United Kingdom. Where personal information is transferred internationally, we require an appropriate legal safeguard, such as UK adequacy regulations or an approved international data-transfer agreement, unless another lawful exception applies.

How long we keep information

Website enquiry information will normally be retained for up to 12 months after our last meaningful contact with you. We may keep it for longer where:

- Your enquiry progresses to registration or admission.
- We need the information to establish, exercise or defend a legal claim.
- A legal, regulatory or safeguarding requirement applies.

If your child is registered with the preschool, the relevant information will be retained in accordance with our Parent and Child Privacy Notice and records-retention arrangements.

Analytics information and cookies are retained for the periods shown in our Cookie Declaration. Aggregated statistical information that no longer identifies an individual may be retained for longer.

When personal information is no longer required, it is securely deleted or destroyed.

How we protect information

We use appropriate organisational and technical measures to protect personal information against loss, unauthorised access, alteration or disclosure.

Access is restricted to people who need the information to respond to enquiries or manage the website. Our service providers are also required to maintain appropriate security.

Although we take reasonable precautions, information transmitted over the internet cannot be guaranteed to be completely secure. Please do not send sensitive or confidential information through the general website enquiry form.

Your rights

Depending on the circumstances, you may have the right to:

- Ask for access to your personal information.
- Ask us to correct inaccurate or incomplete information.
- Ask for information to be deleted.
- Ask us to restrict how information is used.
- Object to processing based on legitimate interests.
- Receive certain information in a portable format.
- Withdraw consent for analytics cookies.
- Complain about how your information has been handled.

These rights are subject to legal conditions and exemptions. To exercise a right, contact us using the details above. We may need to confirm your identity before responding.

We do not use website information to make decisions about people solely by automated means.

Complaints

Please contact us first if you have a concern about how we use personal information, so that we can try to resolve it.

You also have the right to complain to the Information Commissioner's Office:

Website: www.ico.org.uk

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Links to other websites

Our website contains links to external services, including social-media, booking and registration websites. These organisations operate their own websites and privacy arrangements. Please read the relevant privacy information before providing personal information through an external website.

Changes to this policy

We may update this Website Privacy Policy if our website, services or legal obligations change. The latest version will be published on our website with its updated date.

This Website Privacy Policy complements, and does not replace, Isabello's Pre-School Ltd's Parent and Child Privacy Notice.