



Privacy Policy

Legal entity: Little Crafters Boxes Limited

Trading name: LCB Education (a trading name of Little Crafters Boxes Limited)

Last updated: 1 April 2026 **Next review:** 1 April 2027

1. Introduction

Little Crafters Boxes Limited ("we", "us", "our") is committed to protecting your privacy.

This Privacy Policy explains how we collect, use, store and share personal information when you:

- Visit our websites
- Purchase products from Little Crafters Boxes
- Access learning services provided under LCB Education
- Contact us or interact with us (including by email, phone, post, or via social media pages we manage)

We aim to be clear and transparent. If you have questions, please contact us using the details in Section 12.

2. Who we are

Controller: Little Crafters Boxes Limited **Address:** Atlas House, Westcliffe, Sleaford, Lincolnshire, NG34 8RG, UK **Email:** hello@littlecraftersboxes.co.uk

Where LCB Education provides services, it does so as a trading name of Little Crafters Boxes Limited.

3. The personal information we collect

The information we collect depends on how you interact with us. This may include:



3.1 Customers (Little Crafters Boxes)

- Name
- Email address
- Billing and delivery address
- Phone number
- Order history and customer service communications
- Payment status (we do not store full card details where payments are processed by third parties)

3.2 Learners and education contacts (LCB Education)

- Learner name and date of birth (where required)
- Parent/carer or responsible adult contact details
- Education setting and commissioning details (where applicable)
- Learning plans, progress information, and evidence submitted
- Assessment and exam administration information (where applicable)
- Reasonable adjustments information (where applicable)

3.3 Website and technical information

- IP address
- Device and browser information
- Pages visited and interactions
- Cookie data and similar technologies (see Section 10)

3.4 Special category data

In some situations, we may process special category data (for example health/SEND information) where it is necessary to provide education services, implement reasonable adjustments, safeguard learners, or meet legal obligations.

4. How we use personal information

We use personal information for the following purposes:

- To provide products and services



- To process orders, payments, deliveries, and customer support
- To manage learner onboarding, learning support, progress, and (where relevant) assessments/exams
- To communicate with you about your order, service, or learner programme
- To maintain safeguarding and welfare arrangements and respond to concerns
- To improve our websites, products and services
- To send marketing communications where permitted (see Section 9)
- To meet legal, regulatory, and contractual obligations

5. Lawful bases for processing

We process personal information under one or more of the following lawful bases:

- **Contract:** where processing is needed to provide products/services you have requested
- **Legal obligation:** where we must comply with law (for example, tax/accounting requirements)
- **Legitimate interests:** where we have a genuine business reason and it does not override your rights (for example, improving services, preventing fraud, maintaining service quality)
- **Consent:** where required for certain marketing communications or cookie settings
- **Vital interests:** where needed to protect someones life
- **Substantial public interest / safeguarding:** where relevant to safeguarding and protecting children, young people or adults at risk

6. Who we share personal information with

We only share personal information where necessary and proportionate. This may include:

- Payment providers and banks (to process payments)
- Delivery and fulfilment providers (to deliver products)
- Website, hosting, and IT service providers
- Email and communications providers
- Professional advisers (e.g., accountants, insurers, legal advisers)
- Awarding bodies and exam services (where applicable for qualifications)



- Commissioners (e.g., local authorities) where services are commissioned and reporting is required
- Regulators, law enforcement, or safeguarding agencies where required by law or to protect someone from harm

We require service providers to handle personal information securely and only for the purposes we instruct.

7. International transfers

Where any service provider stores or processes data outside the UK, we will take steps to ensure appropriate safeguards are in place (for example, contractual protections).

8. How we keep information secure

We take appropriate technical and organisational measures to protect personal information, including:

- Access controls and least-privilege access
- Secure storage and password protection
- Staff awareness and training
- Data minimisation and secure sharing practices

No system is completely secure. If you believe your information has been compromised, please contact us.

9. Marketing

We may send marketing communications about Little Crafters Boxes and/or LCB Education where permitted.

You can opt out at any time by using the unsubscribe link in emails or by contacting us.

We do not sell your personal information.



10. Cookies and analytics

Our websites may use cookies and similar technologies to:

- Make the site work properly
- Understand how visitors use the site
- Improve performance and user experience

Where required, we will ask for your cookie preferences.

11. Your rights

You have rights under data protection law, including the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion (where applicable)
- Request restriction of processing (where applicable)
- Object to processing (where applicable)
- Request data portability (where applicable)
- Withdraw consent (where processing is based on consent)

To exercise your rights, contact us using the details in Section 12.

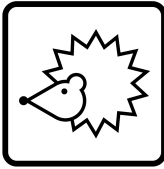
12. Contact us

If you have questions about this Privacy Policy or how we handle your information, contact:

- **Email:** hello@littlecraftersboxes.co.uk
- **Post:** Little Crafters Boxes Limited, Atlas House, Westcliffe, Sleaford, Lincolnshire, NG34 8RG, UK

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will be made available on request and/or published on our website.



**Little
Crafters
Boxes**