

Privacy Policy for Lamb and Littles Play Cafe

November 2025

At Lamb and Littles Play Cafe (“Lamb and Littles,” “we,” “our,” or “us”), we value your privacy and are committed to protecting the personal information of our guests, members, and website visitors. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, create an account, book services, purchase memberships, or interact with us online or in person.

1. Information We Collect

We may collect the following types of information:

Personal Information You Provide

- Name, email address, phone number, and mailing address
- Names and birthdates of children listed on memberships or bookings
- Emergency contact information
- Billing and payment details (processed through secure third-party providers)
- Waivers, forms, or booking information submitted through our website

Automatically Collected Information

When you visit our website, we may collect:

- IP address and device information
 - Browser type and operating system
 - Pages visited and time spent on our site
 - Cookies and usage analytics
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2. How We Use Your Information

We use collected information to:

- Process bookings, memberships, and purchases
 - Manage your account and reservations
 - Communicate important updates about bookings, policies, or events
 - Send optional marketing emails, promotions, or announcements (you may opt out at any time)
 - Improve our website, services, and customer experience
 - Maintain safety and security of our facility and guests
 - Comply with legal and health department requirements
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3. How We Share Information

We do **not sell or rent your personal information**.

We may share information only with:

- Trusted service providers (booking systems, payment processors, email platforms) who help operate our business
- Legal authorities if required by law or to protect the safety of guests, staff, or property
- Insurance providers when necessary for incident documentation or claims

All vendors we use are expected to maintain appropriate privacy and security protections.

4. Cookies and Tracking Technologies

Our website may use cookies and analytics tools to improve user experience and understand how visitors use our site. Cookies help us:

- Remember your preferences
- Track website performance
- Improve navigation and functionality

You may disable cookies in your browser settings, though some website features may not function properly.

5. Data Security

We take reasonable administrative, technical, and physical measures to protect your information from unauthorized access, misuse, or disclosure. Sensitive payment information is processed through secure third-party systems and is not stored on our servers.

6. Children's Information

Because our services involve families and young children, we may collect limited information about children (such as names and ages) strictly for:

- Booking and membership management
- Capacity tracking
- Safety and emergency procedures

We do not knowingly collect personal information directly from children online without parental consent.

7. Your Rights and Choices

You may:

- Request access to your personal information
- Request corrections to inaccurate data
- Request deletion of your information (subject to legal or operational retention requirements)
- Opt out of marketing communications at any time

To make a request, contact us using the information below.

8. Data Retention

We retain personal information only as long as necessary to:

- Fulfill bookings and memberships
 - Maintain business records
 - Meet legal, insurance, or health department requirements
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9. Third-Party Links

Our website may contain links to third-party sites (such as booking platforms or social media). We are not responsible for the privacy practices of those external sites.

10. Updates to This Policy

We may update this Privacy Policy from time to time to reflect operational, legal, or regulatory changes. The updated version will always be posted on our website with the revised date.

11. Contact Us

If you have questions about this Privacy Policy or how your information is used, please contact:

Lamb and Littles Play Cafe

451 W. Dussel Dr.
Maumee, OH 43537
419-345-0427

By using our website or services, you agree to the terms of this Privacy Policy.