

AquaStar Swim School Privacy Notice

AquaStar Swim School (31 Northcote Road, Leicester, LE2 3FH) is committed to ensuring confidentiality and safe storage of personal or sensitive data for all individuals engaging with an activity with us. This policy sets out the basis on which any personal data we collect from you, or that you provide to us (or a third party provides to us), will be processed by us.

Our role

For the purpose of the Data Protection Legislation (which includes the Data Protection Act 1998 or, from the date it comes into force, the General Data Protection Regulation (Regulation (EU) 2016/679) (“GDPR”)) and any other applicable laws relating to the protection of personal data and the privacy of individuals in force in England, we are the Data Controller and our address is as set out at the start of this policy.

We will only process your personal data in accordance with this policy and in accordance with Data Protection Legislation.

We fully respect your right to privacy in relation to your interactions with the Website and endeavour to guarantee to be transparent in our dealings with you as to what information we will collect and how we will use your information.

Information that we collect about you and how we use it

We collect the following information from you via the website (www.aquastarswim.co.uk), when filling out a booking or contact form, or by corresponding with us by phone (07969442454), email (hello@aquastarswim.co.uk), social media or otherwise.

This includes information such as:

- Your name, address, email address and phone number - These are used to communicate with clients for the purposes of booking, re-enrolment and information about upcoming courses. We will also use your phone number and email to send out urgent or important notices, e.g. cancelled lessons or pool closures.
- Your child’s name and date of birth - These are used to place your child in the most appropriate class and for use on registers for health and safety reasons.
- Medical information about you or your children - Required for health and safety reasons and to provide additional support where needed.
- Information you provide when sending enquiries and /or requests for support;

How long we hold your personal information

We will only hold your personal information for as long as is necessary or until, in accordance with your rights, you make a request to us to stop processing your personal data in accordance with this policy.

Disclosure of your information

For so long as we have access to your personal data, we may share any of it with any of the following to the extent that they need to have access to your personal data in order to perform their role:

- any employee within our organisation;
- selected third parties who help us to perform our services or to provide you with access to the Website. This includes third parties that help us directly such as analytics and search engine providers that assist us in the improvement and optimisation of the Website and IT service providers who may help us to provide, maintain, improve, manage and/or fix the Website (or associated IT facilities);
- our professional service providers, such as accountants, auditors, legal advisers and insurance brokers;
- any third party company or companies in the event that we go through a business transition, such as a merger, being acquired by another person or company, or selling a portion of our assets.

We may also disclose your personal information to:

- third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, and other agreements; or to protect the rights, property, or safety of AquaStar Swim School. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

How we protect your personal information

We do our utmost to protect user privacy through the appropriate use of the security technology. We ensure that we have appropriate physical and technological security measures in place to protect your information; and we ensure that when we outsource any processes that the service provider has appropriate security measures in place. However, the Website may contain hyperlinks to Websites owned and operated by third parties. These third party Websites have their own privacy policies, including cookies. We do not accept any responsibility or liability for the policies of such third party websites and your use of such websites is at your own risk. Please check these policies before you submit any personal data to third party websites.

Where we store your personal data

The data that we collect from you will only be stored and processed within the European Economic Area (the “EEA”). We may transfer your data to third parties operating or managing the Website on our behalf. By submitting your personal data, you agree to this processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy. All information you provide to us is stored on secure servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Changes to this policy

This policy and its procedures will be reviewed periodically in light of changing business priorities and practices to take into account any changes in legislation to ensure that it remains fit for purpose and reflects the requirements as set by GDPR and how the use of data is managed. The information contained within this Policy will also be reviewed against the requirements set out by the Independent Commissioners Office to ensure that data is compliant with GDPR. <https://ico.org.uk/for-organisations/guide-to-the-general-data-protectionregulation-gdpr/>

Your rights

Under Data Protection Legislation:

- If you become aware of any inaccuracies in your personal data which we process on your behalf or such personal data is incomplete, you have a right to request that such inaccuracies are rectified. On receiving your request we will either action such request or explain why we have decided not to action such request.
- To the extent that (a) we no longer need to use your personal data (e.g. you no longer wish to receive marketing from us or (b) we rely on your consent and you have withdrawn it, or (c) you object to our legitimate interests for using your personal data and no exception applies to permit us to keep using it, or (d) it is established that we did not have the lawful right to process personal data, or (e) the law requires us to erase your personal data, You may ask us to erase your personal data.
- You have the right to object to our processing of your personal data to the extent that (a) we use the personal data on grounds of our legitimate interests and no exception applies to permit us to keep using it, or (b) we use it for marketing purposes (e.g. to send you updates) and you would like to withdraw your consent, or (c) we use it for scientific or historical research purposes or statistical purposes and no exception applies to permit us to keep using it.
- You have the right under the GDPR to request that we provide to you, or to another data controller on your behalf, a copy of any of your personal data which we have received from you so that you may reuse such personal data for your own purposes across different services.
- you have the right to complain to the Information Commissioner (<http://www.ico.gov.uk/>) if you have any concerns in respect of the handling of your personal data by us.

If you would like to exercise any of the above rights, please contact us at hello@aquastarswim.co.uk.

Please note that personal data will be held in a non-anonymised form for a period of up to 12 months as part of our regular system backup schedule.

Access to information

The Data Protection Legislation gives you the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Legislation. You can submit a data access request at any time by contacting us at hello@aquastarswim.co.uk

Updated 14 May 2018.