

## **Aquarius Swimschool Privacy Policy**

Aquarius Swimschool respects your right to privacy and complies with obligations under the Data Protection Acts 1988 & 2002 and the EU General Data Protection Regulation 2018 (GDPR).

We are committed to protecting any personal data that we collect. The purpose of this Privacy Policy is to enable you to understand what personal information of yours is collected, how and when we might use or share your information, and how you can correct any inaccuracies in the information.

This Privacy Policy also explains our online information practices and the choices you can make about the way your information is collected and used. By using our services, you agree to the use, collection and disclosure of the data that we collect in accordance with this Privacy Policy.

### **Who are we?**

Aquarius Swimschool is a family run Swimschool based in the North Devon, Barnstaple area. The Swimschool was founded in the year 2000, providing swimming lessons for all ages and abilities, including special educational needs. Our company owners are both STA tutors, allowing our teachers to be trained in house, providing a high level of teaching throughout all our classes.

**Address:** Aquarius Swimschool, 36 Fairacre Avenue, Barnstaple, Devon, EX32 9DF

**Email:** [info@aquariusswimschool.co.uk](mailto:info@aquariusswimschool.co.uk)

**Phone:** 01271 329750 / 07904 043211

What personal data do we collect?

### **What information do we collect?**

Personal data which identifies you and your children who attend swimming lessons with us. This will include the swimmers name, date of birth, gender, parent/guardian's name, email address, home address, and contact number/s, past or present swim ability and medical details. Such information is collected from yourself when booking lessons or when requesting to be added to our waiting list. Bookings, enquiries and waiting list requests are made via email, telephone or social media\*.

### **How do we use personal data?**

We will process any data you provide to us for the following purposes:

1. to respond to your comments, queries and support requests
2. to provide you with details of your lesson, day, time and of any changes to this throughout your time with us
3. to carry out our obligations arising from any contracts entered into between yourself and us
4. to send you communications in relation to essential swimschool information, including, but not limited to, class changes, updates, latest news, up and coming events, renewals, changes in fees'
5. to keep you informed of any changes to the services we provide you
6. to check that use of our services is in accordance with our terms and conditions
7. to allow for suitable lesson planning, in order to provide the correct and high level of swimming service that you are purchasing
8. for the purposes of security, and prevention and detection of fraud

### **Our legal basis for holding your personal data under GDPR**

- We are entitled to use your data as described in point (1) as we are responding to your request and therefore you have given consent to this processing
- We are entitled to use your data as described in points (2), (3), (4), (5), (6) and (7) as we require to do this as part of our contractual obligations to provide our services
- We are entitled to use your data as described in point (7) as the purposes stated are within our legitimate interests

### **How is your personal data stored?**

Your personal information is collected from yourself on date of booking lessons. Bookings are made via email, telephone or social media\*. Your personal information is stored in our database system, Mor Solutions, Swimsoft Online\*\*.

Your name and email address is stored in our Mail Chimp\*\*\* list, for us to communicate with you regarding changes or additional services that we offer. To restrict the use of your data being shared and to stop Mail Chimp communications via Aquarius Swimschool only, please see *The Right to Restrict Processing*.

### **How is personal data shared?**

Your child's name, date of birth, current swimming ability and any medical details provided are shared to your current swimming teacher or cover teacher, allowing them to provide suitable activities within your booked class. This information is shared via register format only, which are securely stored via our management team. We are entitled to use your data as detailed above, as we require to do this as part of our contractual obligations to provide our services.

Your child's name, past reports and current swimming level is shared to your current swimming teacher only, via our database system, Mor Solutions Swimsoft Online\*\*, to allow for accurate assessment, grading and report writing. To restrict the use of your data being shared and to stop the assessment and report writing process, please see *The Right to Restrict Processing*.

### **How long do we keep personal data?**

By law we have to keep basic information about customers and their contact details for a minimum of 6 years for tax purposes. We only store your information for as long as is necessary for the purpose it was obtained or for any additional purpose we have explained to you.

### **What are your rights and choices?**

You have the right to object to how we use your personal information. You also have the right to see what personal information we hold about you. In addition, you can ask us to correct inaccuracies, delete or restrict personal information or to ask for some of your personal information to be provided to someone else.

#### *The Right to be Informed*

You have the right to be informed of how your data is gathered, stored, used and shared. Our Privacy Policy will detail this information for you.

#### *The Right of Access*

You can request access to a copy of your personal information that we hold, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access in writing and you will need to provide us with evidence of your identity.

#### *The Right to Rectification*

You have the right have in inaccurate personal data rectified or completed if it is incomplete. Please provide written details of your rectification.

#### *The Right to Erasure*

You can ask us to delete the personal data we hold for you, where it is no longer necessary for the purpose for which it was originally collected. Please contact us in writing to withdraw your consent.

#### *The Right to Restrict Processing*

You can ask us to restrict the personal data in order to limit the way we use your data. This is an alternative to requesting erasure of your data. Please contact us in writing to request for data restrictions.

*The Right to Data Portability*

You can ask us to provide you or a third party with some of the personal data that we hold about you, requesting the transfer of this data directly to another data controller. Please contact us in writing to confirm your request of data portability.

*The Right to Object*

You can object to our processing of your personal information. Please provide written details of your objection.

*The Right to not to be Subject to Automated Decision-making and profiling*

Aquarius Swimschool does not undergo automated decision-making on your personal data.

\*Facebook private messages through the Aquarius Swimschool page or Charlotte Swim Busted profile only. Any personal information you provide through this social media platform is governed by the privacy policy of the company providing the platform and not Aquarius Swimschool.

\*\*Mor Solutions Privacy Policy - <http://www.morsolutions.co.uk/blog/2018/05/17/privacy-policy/>

\*\*\*Mail Chimp Privacy Policy - <https://mailchimp.com/legal/privacy/>