



SPRINT SWIM ACADEMY

PRIVACY POLICY

Sprint Swim Academy are committed to respecting your privacy at all times.

We want to ensure that all of the personal information we have collated about you is kept safe and secure, whether we collect this through our website or other sources. This Privacy Policy sets out our commitment to you, in compliance with the General Data Protection Regulation (GDPR) and explains how we collect, store and use your personal information.

We are registered with the UK Information Commissioner's Office (ICO) to ensure that our compliance references to us in this Privacy notice. All personal data by you will be held by Sprint Swim Academy Limited. Our Head Office is:- D E B Chartered Accountants, Unit 19 Middlewoods Way, Carlton, Barnsley, South Yorkshire, S71 3HR.

If you are unhappy with how we process your personal data, you have the right to lodge a complaint with the Information Commissioners Office (ICO).

We may share personal information with trusted third-party service providers where necessary for the operation of our services, including payment providers, IT providers, website hosting providers and communication platforms.

Our Privacy Policy Statement is to explain how we may use personal information that is collated before, during and after your membership with us, and applies to you if you have registered to become or are currently a member with Sprint Swim Academy. It explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the regulator of any of your personal information.

What type of information do we collect from you?

- Details of how we can contact you such as your full name, email address, telephone number
- Your child's name, date of birth, any medical conditions that may impact on their swimming lesson

- Records of attendance
- Records of progression and awards achieved during swimming lessons
- Payment details for lessons (this is complete via Go Cardless)

Where do we collate this information from?

- We would collate such information from a parent, carer or guardian of the child who is looking at swimming with Sprint Swim Academy, or has joined as a swimmer at Sprint Swim Academy
- We will use your contact details supplied, to communicate with you for reasons such as responding to your questions or queries, feedback swimming progression, any lesson cancellations, any news updates about the swim school and events that may be happening
- If you wish us to stop using your information for any means, you can tell us to stop this at any time by contacting the swim school in writing at info@sprintswimacademy.co.uk However, by not allowing us to store any information or certain information, this may result in us being unable to provide you with our full service

Storage and Security

We use a variety of storage systems to keep your information safe and secure. This is stored in the means of electronic and manual storage. All electronic storage holds passwords to access such information and manual storage will be held as securely as possible away from public viewing. Unfortunately no information transmission is 100% guaranteed secure but we will do our utmost to protect the security of your personal information through our processes and procedures. We have a dedicated Information Technology and Security Team who are in place to offer protection across our networks and IT assets to assist and support with data security and data loss prevention.

How long do we store personal information for?

We would usually store personal information for 6 years after your final contact with us. However, this can vary for different reasons how long we store personal information for, such as for legal reasons.

Keeping your details up to date and accurate

It is important to ensure that the details we hold about you are accurate and up to date. If your email address or contact number should change to those that we hold on our records, please contact us at info@sprintswimacademy.co.uk so that we can update your records.

Your personal data that we have been provided by you or via our website or social media platforms will only be used by Sprint Swim Academy. Unless required to by law or

safeguarding matters, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

When you visit our website, we may automatically collect technical information such as:-

- IP address
- Browser type and version
- Device type
- Operating system
- Referring website
- Pages visited and time spent on the website

We may use cookies and similar technologies to improve website functionality, analyse website traffic and enhance user experience.

Cookies are small text files placed on your device when visiting a website. You can control or disable cookies through your browser settings.

What are your rights?

Your rights in relation to your personal information:-

- The right to be informed about how your personal information is being used
- The right to access personal information we hold about you
- The right to request the correction of inaccurate personal information we hold about you
- The right to request the removal of your personal information in certain limited circumstances
- The right to restrict processing of your personal information where certain requirements are met
- The right to object to the processing of your personal information
- The right to request that we transfer some of your data either to you or another service provider
- The right to object to certain automated decision-making processes using your personal information.

To exercise any of your rights, or if you have any questions relating to your data and rights, please contact us at info@sprintswimacademy.co.uk and we will be happy to address these.