



Aqua-plus Swim School
PRIVACY NOTICE FOR OUR SWIM SCHOOL MEMBERS

Aqua-plus Swim School is committed to respecting your privacy. This notice is to explain how we may use your personal information, before, during and after your membership with Aqua-plus Swim School. This notice applies to you if you have enquired/registered to become or are already a member of our swim school.

This notice explains how we comply with the law on data protection, what your rights are and that for the purposes of data protection Aqua-plus will be the controller of your personal information.

References to we, our or us in this privacy notice are to Aqua-plus Swim School. Reference to you in this privacy notice are to the swimmer and the parent of a child swimmer.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we are not required to do so, but our Swim School Manager has overall responsibility for data protection compliance. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU

Depending on whether you, (as a prospective swimmer or parent of a prospective swimmer) are making an initial enquiry for yourself and/or your child, registering to go on to our waiting list for classes or joining a swimming class, you may be asked to provide us with or we may obtain personal information about you, such as information regarding your:

- details of how we can contact you, such as your name, title, where you live, email addresses and telephone numbers;
- date of birth
- gender;
- the school you attend (children only)
- Your previous swimming experience and ability, and any awards you may have achieved
- joining details, including when you first enquired about swimming lessons, when you first started swimming with us, which classes you attended and when you moved classes and the date you decide to leave us.
- your signature
- your preferred method of payment and any payment details you provide so that we can receive and confirm payments from you and refunds given to you and details of these financial transactions.
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- images in video and/or photographic form and voice recordings; images captured on CCTV cameras and other information at the locations in which we teach showing us your activity in the pool. *(This information is not collected by us and does not directly belong to us but can be accessed by us should this be required eg for Health and Safety purposes should there be an incident in the pool, involving our swim members; to establish the cause of the incident and as a basis for further training, in the interest of our parents and if we have a lawful reason to use it. Full information regarding CCTV at the Yateley School Pool location and how images are saved and used, come under the Yateley Communities Health and Fitness and Yateley School site, who are the hirers of this facility and own the data. In this instance they are the Data Controller of this information.*
- records that tell us when you attended or did not attend your swimming lessons
- all records of your achievements and awards gained through us by attending our swimming lessons
- your swimming ability and fitness to swim prior to taking part in our lessons and any other information that may be of value to us to ensure we can keep you safe and ensure you are placed in a class that is suitable for your ability.
- details of family members, and other people we might need to contact in case of an emergency;
- any disciplinary information or details of any issues you have with us or we have with you.

2. SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store and use the following “special categories” of more sensitive personal information relating to you or your child, such as:

information about your health including any disability, medical condition and medication taken.

In relation to the special category personal data that we do process we do so on the basis that

- the processing is necessary for reasons of substantial public interest, on a lawful basis;
- it is necessary for the establishment, exercise or defense of legal claims;
- it is necessary for the purposes of carrying out the obligations and exercising our or your rights in the field of employment and social security and social protection law; or
- based on your explicit consent.

In the table below, we refer to these as the “**special category reasons**”.

3. WHERE DO WE GET THIS INFORMATION FROM?

We will normally collect personal information about you when the Enquiry Form is completed on our site at www.aqua-plus.co.uk. Or an enquiry form is sent to you by email or by post as requested and is then completed and return to Aqua-plus Swim School by email or in hard copy by post. We will also collect information about you when your booking form is completed. We request a booking form is completed prior to the start of each term. This information is needed to ensure we have the correct and most up to date information about our swimmers at all times for you to participate in our swimming lessons.

We may also collect personal information about you from any third party who has recommended us to you, and through whom you have requested we contact you. If you are providing us with details of close friends, family members, next of kin and emergency contacts, they have the right to know and to be aware of what personal information we hold about them, how we collect it and how we use and may share that information. Please also share this privacy notice with those whom you feel are sufficiently mature to understand it. Children over the age of 13yrs have a right to know what and how information about them is stored and used.

They also have the same rights as set out in the ‘**Your rights in relation to personal information**’ section

4. HOW DO WE USE YOUR INFORMATION?

Purpose	Personal information used	Lawful basis
To administer any membership, you have with us and managing our relationship with you. Including dealing with payments and any support, service or product enquires made by you.	All contact and membership details, transaction and payment information, records of your interaction with us.	This information is necessary to ensure the administration of your membership with us runs smoothly, and we can provide the very best service for you and respond to you efficiently.
To send you information which relates to your achievements and progress. To advise you of class changes, times and teachers or other essential information regarding your lesson/class and progress.	All contact and achievement details.	This is necessary to make sure we can notify you of any changes to you lesson/class and to ensure we can evaluate you progress and ensure you continue to be in the correct class for your ability.
To send you information about our classes or events/courses, new term dates and prices and new booking forms, enquiry	All contact information, membership and progress details	This is necessary to enable us to properly manage and administer your enrolment/membership contract with us and to keep you informed about new term start dates, prices and class availability.

forms or other such information that you may have requested.		This information will only be sent to registered parents or guardians, of children under the age of 16 and swimmers over the age of 16, who have independently registered with us.
To answer your queries or complaints	Contact details and records of your interaction with us	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your enrolment/membership It is in our interests to make sure we deal with any issues you have quickly.
Retention of records	All the personal information we collect	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. It is in our interests to hold your details on file, so we can deal with any issues with your membership and to make sure we do a good job in managing your membership. We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
For the purpose of promoting the swim school, our events and joining details	Images in video and/or photographic form	When you have given us your explicit consent
To comply with health and safety requirements	Records of attendance, medical information about your health and medication used.	We have a legal obligation and a legitimate interest to provide you and other members of our organisation with a safe environment in which to participate in sport. We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
To keep track of any awards you achieve.	Attendance and attainment details	We need all this information to make sure we do a good job in managing your development through the ASA British Swimming programme that we teach.
We will use your details to assess your performance and to find out what else we can do to help you improve your development and training with us.	Dates you achieved your awards, details of which classes you have been in and how quickly or slowly you have progressed and whether there are any health issues that should be taken into account	We need all this information to make sure we do a good job in managing your development through the performance programme. We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
We might use details about your health (including any injuries or disability) to make sure you are swimming in a safe environment by making changes to the design	Details about your health and medical information	We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.

of our swimming facilities and to ensure you are well enough to participate.		
For the purposes of equal opportunities monitoring	Name, title, date of birth gender, information about your health and medical information.	We have a legitimate interest to promote a sport environment that is inclusive, fair and accessible. We process special category personal data on the basis of the "special category reasons for processing of your personal data" referred to in section 2 above.
To comply with legal obligations, for example, regarding people working with children or vulnerable adults to comply with our safeguarding requirements	Information about your criminal convictions and offences.	For criminal records history we process it on the basis of legal obligations or based on your explicit consent.

For some of your personal information you will have a legal, contractual or other requirement, or obligation to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your membership. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member services to you.

5. DISCLOSURE OF YOUR PERSONAL INFORMATION

- We do not pass on any of your personal data to a third party unless we are required to do so by law. Eg. Police, law enforcement and security services: to help them with any investigation, prevention of crime or matter of national security
- We do not sell, trade or rent your personal information to others.
- We will not share your personal information to others unless we have received a request from you in writing to do so. We will only share personal information at your request and to parties approved by you.

6. TRANSFERING YOUR PERSONAL INFORMATION INTERNATIONALLY

The personal information we collect is not transferred to and stored in countries outside of the UK and the European Union.

7. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements.

Generally, where there is no legal requirement we retain all physical and electronic records for a period of 6 years after your last contact with us or the end of your membership. Exceptions to this rule are:

- Details obtained from an enquiry that does not transpire in to membership – if you are not offered or accept a place within 18mths of receipt of your enquiry your personal data will be destroyed and you will need to re-apply to go on to our waiting list for a place.
- Information that may be relevant to personal injury or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after the event.

It is important to ensure that the personal information we hold about you is accurate and up-to-date. It is your responsibility to let us know if anything changes, for example if you change your phone number or email address. To amend or update your personal data you can contact us by using the details set out in the "Contacting us" section below.

8. YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the 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 erasure 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 elements of your data either to you or another service provider; and
- the right to object to certain automated decision-making processes using your personal information.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights. Some of the rights may not always apply to the personal details we hold for you as there are sometimes requirements and exemptions attached which means we need to hold on to certain information and other times the rights may not apply at all.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>. To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below. If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection if we have been unable to resolve your complaint.

8. CHANGES TO THIS NOTICE

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

9. CONTACTING US

In the event of any query or complaint in connection with the information we hold about you, please direct your email to the Swim School Manager and send to swim@aqua-plus.co.uk

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