



## **AQUATOTS SWIMMING LTD**

### **PRIVACY POLICY**

**Welcome** to Aquatots Swimming Ltd Privacy Policy which describes the information that we collect about you; how we use and protect this information; and the choices you can make about how we use it.

Aquatots Swimming Ltd is a company registered in England and Wales. Registration number: 04974184 and registered address : Tie-bar Cottage, Hillend Road, Twyning, Nr Tewkesbury, Glos GL20 6JL

When collecting your personal data, we feel you should fully understand the terms and conditions surrounding the use of that information. This privacy policy discloses what information we gather and how we use it. Aquatots Swimming Ltd is registered with the Information Commissioner's Office, UK. Registration No. Z3126377

This privacy policy relates to any and all personal data that you provide to us. By visiting, registering or placing an order, you consent to the collection, use and transfer of your information under the terms of this policy.

#### **What personal data do we collect?**

- Name
- Email address
- Postal Address
- Date of Birth (Children)
- Telephone number
- Mobile phone number
- Medical Information

When you visit, register or order products or services on [www.aquatots.co.uk](http://www.aquatots.co.uk) or when placing an order with us or booking classes over the phone – you may be asked to provide certain information about yourself (see above). If making an online purchase, we will also need your payment details. We use a third party specialist secure card processing provider when taking payments. Aquatots Swimming Ltd does not hold your card details.

#### **Who will have access to your personal data?**

Your personal data will only be seen or used by Aquatots employees, who have a legitimate business need to access your personal data for the purposes set out in this privacy policy. We never pass your personal information to other third parties outside Aquatots Swimming Ltd

## **Protecting your personal data**

We will treat your data with the utmost care and take all appropriate steps to protect it. Our website is secured with 'https' technology and access to your personal data is password-protected on the various applications we use. Data is regularly backed up and virus software kept up to date.

## **How and why do we use your personal data?**

Here's how we'll use your personal data and why. (If you wish to change how we use your data, you'll find details in the 'What are my rights?' section below)

If you are a customer or past customer, then we will use your personal data to:

- Deliver our contractual obligations
- To send you joining instructions for course sessions
- To keep you informed about other Aquatots sessions including Photoshoots and Fun swims
- To forewarn you of any emergency cancellations

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

We will only keep your personal data for as long as is necessary for the purpose for which it was collected or as specified by HMRC or similar regulatory authorities.

When we do store information, we keep it for the following periods:

- Information gathered on our website for the purposes of promoting and delivering our services is retained for 3 years from the date of our last communication in order to deal with any queries, provide you with a continuous service should you start swim lessons with another child, or to refer back to your child's swimming history should you leave and re-join.
- If you have attended a photoshoot we will retain the professional photographs of your child for 3 years unless you have given us consent to use images for promotional purposes. You can withdraw your consent at any time by contacting [info@aquatots.co.uk](mailto:info@aquatots.co.uk)
- Correspondence not relating to a contract will be retained for 1 year following its creation
- Information and documents relating to unsuccessful job applicants will be retained for 6 months from date of notification to the candidate

## **What are your rights over your personal data?**

### **You have the right to request:**

- Access to the personal data we hold about you
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop using your personal data for direct marketing (either through specific channels, or all channels). You can click the 'unsubscribe' link in any marketing communication we send you by email or to [info@aquatots.co.uk](mailto:info@aquatots.co.uk). Please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated
- That we stop any consent-based processing of your personal data after you withdraw that consent.
- That we erase all data that we hold about you

## **Cookies**

We may place a text file called a 'cookie' in the browser files of your computer. The cookie itself does not contain Personal Information although it will enable us to relate your use of this site to information that you have specifically and knowingly provided. The only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other sites. Aquatots Swimming Ltd uses cookies to track your traffic patterns (as described above).

## **Changes to our privacy policy**

Any changes to our privacy policy in the future will be posted to the website.

[www.aquatots.co.uk](http://www.aquatots.co.uk)