

Privacy Policy - Winging It Watersports

Our contact details

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Contact Sheet – www.wingingitwatersports.co.uk/contact-me

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Payment methods
- Delivery Addresses
- Images of clients under instruction

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When seeking more information on the services provided in order that we can respond to your request.
- When placing an order for a service or product we supply, so that we can fulfil our agreement of supply to you.
- Images taken of clients during instruction – These are used to help articulate the learning points of each session and when further consented to, will be used in promotional media. (When used by the client in their own social media, it is required that Winging It Watersports are credited with the imagery.)
- Post instruction, clients may elect to join social media messaging groups such as Whatsapp, Instagram, Facebook for which Winging It Watersports provide administrative functions. This is so that clients can be introduced to other members of the local Watersports community and continue their personal development, independently of formal instruction.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Before receiving instruction, the client may elect to provide their elected 'emergency contacts', these are sought and retained in the event that an elected third party is to be called upon due to a medical issue arising for the client. - We may share this information with Emergency Services in order to benefit the recovery of the client.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us on any of the methods listed above.

(b) We have a contractual obligation.

(c) We have a vital interest.

(d) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep names, addresses and contact details for three years from the point of collection for enquires, bookings and product sales, this covers warranty periods of items sold as well as extended periods permitted for gift vouchers duration. Where accounting for tax requires, personal data may be retained longer. We will then dispose of your information by deletion from digital systems such as Mobile Phone contact lists, diary and booking systems and any control spreadsheets listing Gift Voucher supply.

Images taken during tuition will be deleted from data storage after three years, as per other data. However, it will be removed from Social media and the website as soon as practicable after consent is withdrawn.

Contact details added to Social Media services administrated by Winging It Watersports will be removed by the client at the point they elect to withdraw themselves from the specific group. They may also be removed at any point by Winging It Watersports in the event that a believed or known breach of the business and community objectives for these social media groups.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at glenn@wingingitwatersports.co.uk and title your message as Data Access Request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Glenn@wingingitwatersports.co.uk – Title your message – 'GDPR Complaint'.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>