

## **Teamipswich Swimming**

### **PRIVACY NOTICE IPSWICH SWIM ACADEMY**

Teamipswich Swimming is committed to being transparent about how we collect and use your personal information. This notice explains how we may use personal information we collect before, during and after you are customer of the Swim Academy. It applies to you if you are a customer or potential customer and explains how we comply with the law on data protection and what your rights are. For the purposes of data protection Teamipswich Swimming is the data controller of your personal information.

References to **we**, **our** or **us** in this privacy notice are to Teamipswich Swimming charity no. 1156933

The person responsible for Data Protection Compliance who has overall responsibility for data protection compliance is the Chair of Teamipswich Swimming. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

#### **What Personal Information do we collect?**

As part of your membership with us we may obtain **personal information** about you. This includes:

- personal contact details including name, title, email addresses and telephone numbers;
- Swimmer Name, Date of Birth, Gender and Relevant Medical Details.
- customers may also choose to register additional email and phone numbers with us to ensure that multiple people receive messages from us.
- occasionally, customers may provide us with bank account details to facilitate a refund.
- emergency contact details;
- interactions with us, such as emails;
- information regarding complaints or concerns raised by you.

We may also collect the following "**special categories**" of more sensitive personal information:

- medical condition to ensure the health and wellbeing of members;
- disability to enable reasonable adjustments.

Personal information is held in paper records stored securely in filing systems and electronic records, including emails stored on password protected laptops and spreadsheets used by club officials. It is also held in SwimBiz which is a secure online system used by the Academy Manager.

#### **How do we collect your personal information**

##### **Social Media**

Potential customers may contact us via facebook and the data that may be collected is the same as detailed elsewhere in this document. Any communication from us gathering data will be via private message (ie. Messenger) not part of a public post.

##### **Email**

The Academy uses Google's Gmail for general correspondence. For distribution of invoices, statements and group messages eg. advising term dates, pool closures, etc, the Academy uses the email service which is part of the Swimbiz admin system. This system is also used to send texts for time sensitive issues eg. to advise of pool closures to save customers a wasted journey.

##### **Paper**

For enquiries taken by phone, data may be temporarily written and stored on paper. This data is transferred to one of the other data storage methods listed elsewhere in this document at the earliest opportunity and the paper is shredded. Whilst the paper exists it is stored in the Manager's private office.

##### **Website**

The Academy's website has a contact form for customers that generates an email enquiry. Once the send button has been clicked the data is not stored by the website, the email that is generated is sent to the Academy's email address and stored in the same way as other emails (as detailed elsewhere in this document).

If you are providing us with details of emergency contacts they have a right to know and to be aware personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with them. They also have the same rights as set out in the "**Your rights**" section below.

### **Why do we need to process your personal information?**

We collect and store your personal information in order to ensure the efficient running of the swim academy. The principle reasons for processing your data are:

- Legal - to fulfil legal obligations for health and safety, insurance and child protection purposes.
- Contractual - to allow us to provide the services associated with running the academy and its activities. such as requests for payments, registers, and fees.
- Legitimate Interest - to send information on activities and events which have been arranged as part of the academy.

### **How do we use your information?**

We use your information in the following ways as part of running the academy:

- For our own internal records to set up your account and communicate with you
- To contact you in response to an enquiry or in an emergency
- To send you invoices and confirm details of lessons
- To be able to identify swimmers and ensure they are placed in the appropriate class
- To meet health and safety requirements and ensure that teachers are aware of relevant medical issues and any needs for reasonable adjustments
- To allow swimmers to be considered for termly awards
- To meet legal obligations, or valid requests, including, reporting and investigations under the ASA Wavepower Child safeguarding policy and procedures

### **How do we protect your information?**

We take the security of your data seriously and have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by officials of the club in the performance of their duties.

### **What happens if you don't provide your information?**

If you do not provide us with the requested personal information we may not be able to admit you to the Academy or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your contract with us.

### **Who has access to your personal information?**

We share personal information with the following parties:

- **The Academy Manager** who manages all Academy records.
- **Academy swimming teachers** via registers.
- Our **Bookkeeper and Treasurer** who process club payments.
- **HMRC:** to provide Gift Aid information.
- **The Government or our regulators:** where required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

- **Any party approved by you.**

The personal information we collect is not transferred to countries outside of the EEA.

### **How long do we keep your personal information?**

We will keep your basic personal data for a minimum of 6 years, after which time it will be destroyed.

Any other information we collect, as detailed above, will also be kept for a minimum of 6 years unless you notify us you would like us to delete the information. Please note, in the interests of safety, we cannot delete your details whilst you are an active customer of Ipswich Swim Academy. The only exception to this is information collected as part of trials which will be deleted immediately should you become a member of the swimming club.

In some cases personal information may be retained on a longer basis for legal purposes. For example:

- Records relating to safeguarding issues;
- Information that may be relevant to personal injury or safeguarding may be retained until the limitation period for those types of claims has expired.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

### **Your rights**

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; and
- the right to object to certain automated decision-making processes using your personal information.

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 regulator. We are here to help and encourage you to contact us to resolve your complaint first.

### **Access requests**

If you wish to access the personal information we hold about you, identification will be required. Requests should be made to The Chair, teamipswich Swimming Club by emailing [chair@ipswichswimming.org](mailto:chair@ipswichswimming.org). Teamipswich Swimming Club will accept the following forms of ID when information on your personal data is requested: A copy of your driving licence, passport, birth certificate, or utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required.

### **Contacting us**

In the event of any query or complaint in connection with the information we hold about you, please email [ipswichswimacademy@gmail.com](mailto:ipswichswimacademy@gmail.com). The same contact should be used if you wish to

raise a complaint about how we have handled your personal data and want us to investigate the matter.