

Ipswich Swim Academy

GDPR Privacy Statement

Ipswich Swim Academy is part of Teamipswich Swimming, a registered charity (Charitable Incorporated Organisation). This notice is specifically for customers of Ipswich Swim Academy, however, any reference to staff may also include Teamipswich Swimming staff.

We are not required to appoint a Data Protection Officer, but have nominated the Teamipswich Swimming Chairperson (Nick Tyson) to act as Compliance Officer for GDPR. Nick can be contacted on chair@ipswichswimming.org.

What personal data do we collect about you to allow us to run the academy?

Customer Name, Address, Mobile Number and Email Address.

Swimmer Name, Date of Birth 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.

We do not collect any “special” types of information or location based information.

Why do we need your data?

We need to know your basic personal data in order to efficiently run the academy. The specific reasons are as follows...

Customer Name & Address

Basic data to allow us to set up your account. An address is required in case electronic communications fail and we have to contact you via conventional post.

Mobile Number

We record mobile numbers so we can make contact in case of emergency or where a communication is time-critical eg. to advise of a pool closure to save a wasted journey.

Email Address

Email is our preferred method of communication and is used for the majority of our correspondence with customers, including sending invoices, confirming lesson details, dealing with enquiries, etc.

Swimmer's Name

For identification during lessons.

Swimmer's Date of Birth

To determine current age and school year (which can be used to determine an appropriate class)

Swimmer's Relevant Medical Details

To inform teachers of potential medical issues and allow appropriate modifications to be made to lessons where necessary.

Swimmer's Award information

To allow swimmers to be considered for termly awards, we will store details of previous awards achieved.

No other information is specifically collected or stored, although customers may share information about a swimmer, for example relating to their awards or experience when making an initial enquiry, which may then reside in our system eg. as an email.

Who is collecting your data?

Data is collected by the Academy Manager. Occasionally it may also be collected by Academy staff eg. if a customer gives details to a teacher.

How is your data collected?

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).

Who is your data shared with?

Other than software applications used in the general running of the academy, your data is not shared with any organisation outside of Ipswich Swim Academy/Teamipswich Swimming for any reason.

Individuals within the organisation who will have access to your data are as follows...

Accounting details – Manager, Bookkeeper and Treasurer

This includes basic accounting details such as customer name, invoices and payments

Customer & Swimmer Details – Manager & Teachers

If a customer attends a taster session prior to joining the academy, the manager will share the swimmer's name, date of birth (or age), relevant medical details and mobile number with the appropriate teacher. For active customers, details are provided to Teachers in the form of registers.

Correspondence (eg. emails and facebook messages) – Manager

Dropbox – back ups of computer files - Manager

Swimbiz - Manager

Computer

The following files are stored on the Academy Manager's computer. The computer is password protected and kept in their private office.

- Spreadsheet back up of customer and swimmer details held in Swimbiz admin program
- Copies of registers
- Copies of electronic invoices
- Staff details – Name / Dates for contract, rescue test expiry, DBS expiry, Safeguarding qualification expiry, IOS membership expiry / qualifications / Club membership / DOB for younger staff to determine requirements for DBS and safeguarding
- Awards Register
- All About Me – Disability Swimmer Info

This is a form for swimmers in the Academy's disability classes which, in addition to the basic information required for other swimmers, collects the following data...

Like-to-be-known-as Name / SEN or Disability / How I want people to communicate with me / What I want to get out of swimming / How best to support me in the water / What I like / All the other great bits my teachers should know about me

This information lets teachers and assistants know specifically what disabilities a swimmer has, how best to help them in the pool and helps them communicate in a more meaningful way with swimmers.

- Registers – Swimmer Name/Age/DOB/Medical Info, Parent Name. Mobile No

Registers are provided to teachers in order to provide basic information that is relevant to the lessons, provide contact information of parents and keep a record of who attends classes. Registers are on paper and teachers are instructed to use a clipboard with a flap to conceal the register when not being used or otherwise keep it out of sight. Registers are either collected by the Manager at the end of term if attendance records are required, or teachers are asked to shred them.

How do we keep your data private?

We limit the number of people who have access to data to only those who have a genuine need for it. These people are specified elsewhere in this document. These people are informed of their ongoing responsibilities for privacy on a regular basis (at their original induction and at least annually – but usually termly – thereafter).

We have ensured that the applications we use to run the Academy, that are listed elsewhere in this document, are GDPR compliant.

The Academy Manager's computer is password protected and is stored in the Manager's private office. This is at the Manager's home, not at any of the swimming venues, with an absolute minimum of visitors. Any paperwork, interim or otherwise, is also stored here in a locked cupboard.

How long we keep your data

We are required under UK tax law to 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.

What are your rights?

If at any point you wish to request, update or correct the information we hold about you, please email our Data Protection Officer at 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. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>