

Colin Bull Swimming Privacy Policy

Colin Bull Swimming is committed to keeping all your personal data safe and secure. We have written this Policy for all Colin Bull swimmers, parents, guardians, swimming teachers and helpers to let you know how we do this and who you can contact if you have any questions.

Colin Bull Swimming has an obligation under the Data Protection Act 2018 to provide you with information about how and why we use your data. We are what is known as a data controller. This means we have control over how your details are used to whom we pass these on to.

Businesses can appoint an individual called a “Data Protection Officer” to make sure that they are being very careful with your information. Our Data Protection Officer is the Colin Bull Swimming Secretary, who can be contacted by email: colin@cbswimming.co.uk. Their role is to make sure Colin Bull Swimming follows the legislation in order to make sure your details are safe.

What is personal data?

Personal data means any information relating to a living individual (‘data subject’) who can be identified, directly or indirectly by the information.

What personal data we hold on you?

You may give us information about you by completing forms, by corresponding with us online, by email, by phone or otherwise. This includes information you provide when you register with Colin Bull Swimming.

The information we may obtain about you may include:

- Full name and personal details;
- Contact information (e.g. home address, email address and telephone numbers);
- Date of birth and/or age;
- Imagery in video and/or photographic form and voice recordings;
- Consent regarding use of photos and video;
- Records of enquiries and other correspondence with you;
- Membership start and end date;
- Records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- Any bank details and other payment details you provide so that we can make payments to you.

Special categories of personal information

In certain instances where required for your health & safety, we also maintain special information about your health such as if you suffer from asthma.

In the table below, where we use this special information, you will see this symbol * and we will only collect this because:

- you have consented to supply it to us;
- we have a legitimate interest in holding it;
- it may be necessary for your health.

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

When and why we collect personal information

The reason we need your data is to be able to administer your membership of Colin Bull Swimming and provide the range of services you would expect from a swim school when you register with us. Our lawful basis for processing your personal data is that we have a contractual obligation to you as a member to provide the services you are registering for.

What do we use your information for?	What type of information do we use?	What reason do we have to use it?
To make sure your swimming lessons with us run smoothly and we can offer the best service possible.	All contact and agreement details.	You have consented to our using this information to manage your lessons with us.
To help you if you have a question or you are not happy with something we have done.	Contact details and any chats we have had.	It is in our interests to make sure we deal with any issues you have quickly.
* We will keep all of your details on our files.	All of your personal details.	It is in our interests to hold your details on file so we can deal with any issues with your membership. Sometimes we may have to keep these details because the law tells us we have to. If we use any ‘special information’, we will only do so on the basis referred to above.
To promote Colin Bull Swimming.	Any photos or videos of you.	Only where you have told us you are happy for us to use relevant photos or videos.
To make sure we are keeping up with health and safety.	Details of the badges you have been awarded. It is in our interests to make sure we provide you and others like you with a safe place to learn.	Sometimes we may have to keep your details because the law tells us we have to.

Retaining your information

We do not keep your personal information in an identifiable format for longer than is necessary.

We will only hold the data for as long as you remain a member of the Colin Bull Swimming. On leaving, we will hold the data for as long as we are required to in line with current business legislation which will be reconsidered each year or as business legislation changes.

Children

Parents and guardians need to be aware we will process their children’s data in accordance with the information below.

Keeping your information safe

We have put in place lots of security measures to make sure your details don’t go missing or get used in a way they shouldn’t be. We have a great team of people working with us who are trained to know how to use your details securely and will only use your details when and how we tell them to.

We don't share your personal details with anyone outside of the UK.

What are your rights?

You might be aware that the Data Protection Act 2018 grants you certain rights ('information rights') which we have listed below

You can ask us to:

- tell you how your details are being used;
- provide you with a copy of all the details we hold on you;
- correct some of the details we hold if they are not correct or out-of-date like your contact details for example;
- delete all the details we hold on you (unless we have a legal reason not to!);
- stop using your details in a certain way;
- send your details to you.

Some of the rights may not always apply to the personal details we hold for you as there are sometimes requirements and exemptions which means we need to hold on to certain information.

DON'T FORGET though, if you have told us we can use your information in a certain way and you would like us to stop, you can tell us to stop at any time. More information about these rights can be found online here <https://ico.org.uk/your-data-matters>.

If you have any questions or are unhappy about something, please contact us at colin@cbswimming.co.uk.

What if you want to make a complaint?

If you are unhappy with any aspect of your personal data and how it is being used, you should contact Swim England by email legal@swimming.org or write to them at Swim England, Legal Department, Pavilion 3, Sport Park, 3 Oakwood Drive, Loughborough University, Loughborough, LE11 3QF.

If you are not satisfied with the way Colin Bull Swimming has managed your data, you have the right to lodge a complaint with the supervisory authority. In the United Kingdom, this is the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Contact telephone: 0303 123 1113 or email casework@ico.org.uk.

What happens if we need to change this Policy?

If we amend our privacy policy, any changes will be published on our website. If we make a lot of changes, then the version date at the bottom of this notice will be updated. Of course where we are required to do so by law, we will ask for your permission before we change the reason for using your details.

This policy was last updated on: 19/ March/2019.

How to get in touch?

If you have a question or a complaint, you can always get in touch with one of our team at colin@cbswimming.co.uk.