

Crest Swim School Data Protection Policy in line with General Data Protection Regulations (GDPR)

May 2018

Reviewed Yearly

In line with the New GDPR Data Protection Rules, Crest Swim School have updated their Data Protection Policy in line with current law and legislation. This will be reviewed on a yearly basis or more often as necessary.

Overview of details held for Customers

Crest Swim School holds Swimmer's details of all ages who we meet when teaching them to swim or attending one of our experience sessions/parties. Swimmers are aged from 0 to adults and details held are to ensure they swimmers are in the most appropriate classes for their ages and swimming ability.

Each Family holds a record on our database which includes swimmers name, date of birth, contact details and any medical needs which our teachers need to be aware of when delivering swimming lessons to that individual. A record of swimmer's achievements in the awards they have achieved with us is also kept on our database.

For Swimmers who attend out lessons who are under the age of 16 information is collected from parents, or an adult with parental responsibility.

A privacy statement will be sent with all new registration details to outline why we are collection information so families are informed on the form at the time of completion on why the form is completed and we accept the return of the form and payment for lessons as acceptance of this.

You have the right to see the information we hold on the database for your family or to be removed from our database at any time and this request must be made in writing to Kelly Bull. All requests will be dealt with within 1 month.

Accuracy of Details

For each booking, such as lessons or intensive courses, families will be sent via email, unless a paper copy is requested, an invoice for new lessons. This will outline the current contact details we have for the Family. Families are asked to check the invoice to ensure the details are correct and errors should be updated on the database with immediate effect.

Length of time details are kept

Swimmers details which are sent into us either on paper or electronic application forms are kept securely for a between 12 – 18 Months and then destroyed. Details will be checked every 6 months and information which falls within these timeframes will be destroyed.

Removal from Database

Our database will be updated every 6 months a year and families who are not actively using our services will be permanently removed from our database, unless they advise us in writing otherwise to continue to receive information for our services. If you are requesting to be removed from our Database please do so in writing and this will be completed within 30 days.

Storage of details.

Paper details are stored in a closed box system and stored in a filing cabinet, electronic copies are saved on a laptop which is password protected, with additional security of a the database being encrypted with a password. Details send via email are stored for the same time frame period as paper copies within the email system and periodically deleted from the password protected computer.

Sub Contractor Details

Crest Swim School have a number of Individuals who are contracted to deliver services on a termly basis, details of these individuals are kept on the database and will be removed when asked or when services are no longer needed.

Sharing details

Crest Swim school will pass on necessary details of swimmers to the teachers of the class regarding previous swimming ability and medical details. This allows the teacher to deliver lessons which covers each individuals needs.

Crest Swim School do not share information with any third parties and will not use your details for any other reason, other than to liaise you families with regards to the services we provide.

Privacy Statement.

All our forms which we ask parents to complete have been updates with a new Privacy statement as below:

Crest Swim School are collecting details on the swimmer you wish to attend lessons with us using our application forms. These forms will be entered onto our database and information used to ensure we provide the best lesson for the swimmer. Medical information and previous swimming experience will be passed to the teacher as and when necessary. Crest Swim School will not pass your details onto any 3rd Parties.

If you feel there are any problems in the way we handle your data you have the right to complain to the ICO

Personal Data Breach

In the unlikely event of a personal data breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. We will ensure that notifiable breaches are reported within 72 hours of us becoming aware. We do expect this to happen as all personal data is held securely and devices are password protected.

Marketing

Crest Swim School will only contact you with marketing of the same or similar products to the service you have already received from us. This will include new classes/pools for swimming lessons, intensive courses and experiences and Party information. This will only be to families and swimmers held on our database as per the guidelines above.

Incidents/Accidents

Crest Swim School keep copies of any incidents or accidents on our forms for 7 years from the data of accident. Theses will be kept for this time frame regardless of if the swimmer is a current swimmer. After 7 years the forms will be destroyed.

This Policy and Privacy statements will be available at all pools, by email request and on our Website www.crestswimschool.co.uk

If you wish to contact us at any point you can by emailing kelly@crestswimschool.co.uk or writing to us at Kelly Bull 5 Badgers Walk, Burgess Hill, West Sussex RH15 0AE