

Swimspire customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Telephone

07580134357

Email

luke@swimspire.co.uk

What information we collect, use, and why

We collect or use the following information **for student education and welfare**:

- Names and contact details for students/children
- Names and contact details for carers
- Gender
- Pronoun preferences

- Date of birth
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data
- Progress reports
- Information relating to compliments and complaints
- Exclusion, suspension and behavioural information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Purchase or service history
- Witness statements and contact details
- Relevant information from previous investigations
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data

We collect or use the following information **for information updates or marketing purposes**:

- Names and contact details
- Address
- Marketing preferences
- Records of consent, where appropriate

Lawful bases and data protection rights

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for student education and welfare** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests - we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - o It allows us to provide proper care for children and students during and around lesson time. We can also respond to emergencies properly.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- If a customer complains, we will need to use the information to determine what action if any should be taken.

Our lawful bases for collecting or using personal information **for information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - o To be able to keep customers well informed about updates that may be of interest to them

Where we get personal information from

- Directly from you
- Parents or carers

How long we keep information

We store information about each customer for one year or less after their latest financial transaction with the company.

Who we share information with

Data processors

Swim teachers

This data processor does the following activities for us: Run lessons (taking registers, communicating with customers), Ensure the safety of customers

Lifeguards

This data processor does the following activities for us: Ensure the safety of customers

Others we share personal information with

- Parents and carers

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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