

Privacy Notice



November 2019
Review Date: November 2020

Privacy Notice

Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR.

Responsibilities

The Data Protection Officer (DPO) is responsible for ensuring that this notice is made available to data subjects prior to Water Lilies Swimming School collecting/processing their personal data.

All Employees of Water Lilies Swimming School Ltd who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

Privacy Notice

Who are we—Water Lilies Swimming School Ltd provides swimming lessons for all ages and abilities across the Norfolk/Suffolk border as well as accredited and non-accredited courses from a variety of Awarding Organisations.

Our Data Protection Officer (DPO) can be contacted via treacle@waterliliesswim.co.uk or at the above address.

The personal information we would like to collect from you is:

Swim School Lessons—initial enrolment

- Parent / guardian (or your own if aged 18+) contact details comprising of name, address, postcode, telephone numbers(s) and email address
- Swimmers name
- Swimmers DOB
- Swimmers medical conditions.
- In order to process any payments we may also take your credit or debit card details, however, this will not be stored or processed by Water Lilies Swimming School Ltd and will instead be processed via WorldPay.

Swim School Lessons—re-enrolment

- As well as the above information should you choose to enrol via Direct Debit a third party company (GoCardless) will process your bank account details on our behalf. Water Lilies Swimming School Ltd will not have any access to this information.

Course Enrolment

- Depending upon the course, information will be requested about your personal contact details (name, address, email and phone number) as well as proof of identity and any accredited prior learning. For example to complete swimming teachers course there is a pre-requisite that a Safeguarding and Lifeguarding course will have been completed before the qualification can be awarded.

Employees

- Employees need to provide basic contact information (name, address, telephone number and email address) as well as proof of qualifications.
- We also require some personal information to enable us to employ you safely
- To enable payroll to be processed personal tax information will be required which will be supplied to our third party payroll company (Calum Ward)
- To enable staff to be paid, personal bank account details will be required which will be supplied to our bank (HSBC).

The personal information collected is to allow us to run the business. No information is collected unless it is needed for a specific task. For example swim school enrolment information is required to allow teachers to know who should be in their class while medical information allows us to keep all swimmers as safe as possible.

Water Lilies Swimming School Ltd uses the following third party suppliers to process its data:

- WorldPay—for all online card payments
- GoCardless—for all online direct debit payments
- SLA Associates—for managing our online systems and parent portal

The only special category of personal data held by Water Lilies Swimming School Ltd relates to medical conditions. This is very brief summaries of any conditions with which we may need to provide emergency medical aid for, or, which may alter how we need to deliver our lessons or courses.

Financial Information

- Basic information is required to process invoices and provide our services. This information is for the administration of lessons and does not usually involve swimmers. The administration here covers the processing of paying for the services which Water Lilies Swimming School Ltd require to function. For example, mobile bills, HR and accountancy support, pay pool hire, pay for insurance etc

Consent—By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for Water Lilies Swimming School Ltd to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used

You may withdraw your consent at anytime inline with Consent Procedure (9—Consent Procedure). However please note that without consent to process your data we will be unable to continue your custom.

Disclosure—Water Lilies Swimming School Ltd will not pass on your personal data to third parties without first obtaining your consent. The following third country organisations may store your personal details to enable Water Lilies Swimming School Ltd to successfully manage its business. However, as per the list above these organisations are not involved in processing your data in anyway:

- Onedrive—cloud data storage
- SLA Associates—company intranet.

All of the above organisations have EU:US Safe Privacy Shield compliance.

Retention Period—Water Lilies Swimming School Ltd will process personal data as per '5—Retention of Records'.

Your rights as a data subject—At any point while we are in possession of or processing your data you, the data subject have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.

- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Organisation Name refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in below.

All of the above requests will be forwarded on should there be a third party involved as stated above in the processing of your personal data.

Complaints—In the event that you wish to make a complaint about how your personal data is being processed by Water Lilies Swimming School Ltd or third parties as above, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Water Lilies Swimming School Ltd Data Protection Officer (DPO). The DPO can be contacted via the above contact details or on treacle@waterlilieswim.co.uk.

Monitoring and Review

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

Document Owner and Approval

The Data Protection Officer (DPO) is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

A current version of this document is available to all members of staff in the office and online.

This policy was approved by the Company Director on 25th November 2019 and is issued on a version controlled basis.

Date	Version	Author/Contributor	Amendment Details
25 th November 2019	1.00	Teresa Griffin	None