

Salcombe Dinghy Sailing

Privacy Policy

In order that we can provide sailing tuition and sailing courses to you we need to collect, use, and process or deal with, certain personal information about you. When we do so we are subject to the provisions of the UK General Data Protection Regulation (**UK GDPR**) and the Data Protection Act 2018. This Privacy Policy will explain how Salcombe Dinghy Sailing Limited (the 'Company', 'we' or 'us') uses the personal data we collect from you.

What data do we collect?

We collect:

- personal identification information (name, date of birth, gender, address, email address, phone number)
- information relating to your health and any problems or disabilities you may have, and which is required by us to assess your suitability for our courses
- the name, address, email address and phone number of your next of kin and/or emergency contact
- details of any relevant boating, yachting or other sea faring experience you may have
- we collect personal information from children under 16. All information has been submitted with parental consent. If you believe we might have any information from or about a child under 16 which has not been submitted with parental consent, please contact us at info@salcombedinghysailing.co.uk, telephone 07809556457

Please note that we do not collect details of credit cards and adhere to strict quality standards required by our payment processing company including Payment Card Industry Security Standards.

How do we collect your data?

You directly provide us with most of the data we collect. We collect and process data when you:

- make a booking for any of our courses by phone or email
- voluntarily complete a customer survey or provide feedback via email or writing
- use or view our website via your browser's cookies

Salcombe Dinghy Sailing

How will we use your data?

We collect your data so that we can

- process your order and manage your booking
- to provide our services to you so that we can comply with our contract with you or take any steps that it is necessary for us to take before entering into a contract with you
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- to undertake financial and other security checks, and such other processing activities as are required for legal and regulatory compliance generally or specifically by your, or our, regulator(s)
- email you with any information on future courses/activities of the Company that we think you may be interested in
- To comply with legal and regulatory obligations to make information returns to regulators and legally-constituted bodies

The purposes set out above will not apply to what is termed 'special category personal information'. This includes personal information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic and biometric data capable of identifying you, and data concerning health, sex life or sexual orientation. We will only ever process information of that nature with your explicit consent.

Sharing your data

Be assured that we treat your personal data with the utmost respect and will never share it with others for marketing or promotional purposes. You have, at all times, the right to request that we do not contact you for marketing purposes. We may, however, require that you confirm your marketing preferences from time to time so that we can be sure that your views remain the same, especially in relation to issues such as legal and regulatory updates.

We may, however, share your data with certain third parties where this is necessary for us to comply with any contractual, legal or regulatory obligations that we are subject to. This includes exchanging information with third parties for the purposes of security, law enforcement, fraud protection and credit risk reduction.

Salcombe Dinghy Sailing

How do we store your data?

Your data will be kept secure at all times at the Company's registered office. We operate various security measures in order to prevent the loss of, or unauthorised access to, your personal data. We restrict access to your personal data to those with a genuine business need to access it, and we have procedures in place to deal with any suspected data security breach. We will notify you, and any applicable regulator, of a suspected data security breach where we are legally required to do so.

How long do we keep your data?

We will retain your personal data for as long as needed based on the purpose for which you have authorised us to use it, or for as long as is necessary to do so for legal reasons. We will review your personal data regularly to establish whether we are still entitled to process it. Where we decide your data is no longer required for the purposes described in this policy, it will be securely deleted from our records.

What are your data protection rights?

Data protection legislation gives you various rights in relation to your personal data that we hold and process. These rights are exercisable without charge, and we are subject to specific time limits in terms of how quickly we must respond to you. You have the following rights:

- **Right of access**— the right to obtain, from us, confirmation as to whether or not personal data concerning you is being processed and, where that is the case, access to that personal data and various other information, including the purpose for the processing, with whom the data is shared, how long the data will be retained, and the existence of various other rights (see below).
- **Right to rectification**— the right, without undue delay, to have inaccurate personal data concerning you put right.
- **Right to erasure**— the right for you to request that, in certain circumstances, we delete data relating to you.
- **Right to restrict processing**— the right to request that, in certain circumstances, we restrict the processing of your data.
- **Right to data portability**— the right, in certain circumstances, to receive the personal data which you have provided to us in a structured, commonly used and machine-readable format, and the right to have that personal data transmitted to another controller.
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Salcombe Dinghy Sailing

- **Right to object**— the right, in certain circumstances, to object to personal data being processed by us where it is in relation to direct marketing, or in relation to processing supported by the argument of legitimate interest.
- **Right not to be subject to automated decision making**— a right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

Making a complaint

If you have any queries as to the acquisition, use, storage, or disposal of your personal data please contact us

We can be contacted at info@salcombedinghysailing.co.uk telephone 07809556457

Notwithstanding our best efforts, inevitably sometimes things do go wrong. If you are unhappy with any aspect of the use and/or protection of your personal data, you have the right to make a complaint to the Information Commissioner's Office, who may be contacted in writing at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; by telephone on 0303 123 1113; by fax on 01625 524510 or online at www.ico.org.uk.