

Aaquatics Privacy Policy

Aaquatics respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

In this privacy policy, we explain how we collect and use your personal information. 'We' are Aaquatics Limited (hereinafter referred to as Aaquatics) and we are the data controller for the purposes of the Data Protection Act 1998 and the EU General Data Protection Regulation.

Details of how to contact us if you have any questions about privacy or data protection can be found below in the Contact Details section.

We must have a lawful basis to process your personal data, and this policy explains what our lawful basis is in respect of each purpose for which we keep and use information about you. Generally, we are allowed to process your personal data where it is necessary in connection with a contract between us (such as a contract to supply our products or services), where it is necessary in order for us to comply with our legal obligations, or where we have a legitimate interest to do so (but we will always consider whether your right to privacy overrides our interest).

Please note that links from our website may take you to external websites which are not covered by this policy. We recommend that you check their privacy policies before submitting any personal information to such sites. We will not be responsible for the content, function or information collection policies of these external websites.

What information do we collect about you and how do we collect it?

You are not required (by law or by any contract with us) to provide personal information to us via our website. We will only require you to provide personal information to us where it is necessary for us to provide you with a service at your request.

Information you provide to us

We collect information about our members when you create an account through our website and become a member of Aaquatics.

We may also receive personal information about you whenever you contact us. For example, by doing the following:

- Enquiring about our services, products and events
- Signing up for an account on the Aaquatics website
- Using and browsing the Aaquatics website
- Telephoning, texting, writing by post or emailing us
- Signing up to receive any marketing communications from us
- Enquiring about, or applying for, job vacancies
- Enquiring about any media opportunities or partnerships.

This information may include the following:

- Normal identification information, such as your full name, date of birth, age, gender
- Additional information necessary to operate swimming lessons safely
- Contact information, such as your postal address, email address, and telephone number
- Additional information relevant to your use of our website and services, such as your marketing preferences, survey responses and feedback
- Records of your interactions with us such as telephone conversations, emails and other communications and your instructions to us
- Records of your attendance at any services we provide or events
- Payment information (this is securely collected and processed by our payment provider)
- In respect of job applications, your CV including details of your education and employment history (and any other information you choose to provide through your CV).

We do not knowingly process Personal Data of anyone under 13 years old, if we become aware that a data subject is under 13 years old we will only process their data with the valid consent of the parent or holder of parental responsibility of the data subject to the processing of that Personal Data.

The lists and examples set out in this policy are not exhaustive, we may need to collect additional data for the purposes set out in this policy.

Information we collect about you from other sources

We may collect information about you from other sources. This may include the following:

- Information you have shared publicly, including on social media
- Publicly available information
- If you apply for a job, we may collect information about your criminal record by obtaining a DBS check through an approved agency
- Information from third-party databases or data suppliers.

Information we receive about you from other sources

Sometimes you will have given your consent for other websites, services or third parties to provide information to us.

This could include information we receive about you if you use any of the other websites that we operate or the other services that we provide, in which case we will have informed you when we collected that data if we intend to share such data internally and combine it with data collected on this site. We will also have told you for what purpose we will share and combine your data.

It could also include information from third parties that we work with to provide our products and services, such as payment processors, delivery companies, technical support companies and advertising companies. Whenever we receive information about you from these third parties, we will let you know what information we have received and how and why we intend to use it.

How do we use your personal information?

We take data protection law seriously, so below we have set out exactly how and why we use your information, and what our legal basis is to be able to use your information in each way.

Providing our services and supplying our products

It is necessary for us to use personal information about you to enter into and perform the contracts that we make with you, such as when you become a customer, supplier or staff member. Using your information in this context is necessary so that we can:

- Provide you with information about our services and products
- To carry out obligations arising from any contract that you have with us
- Verify your identity
- Deal with any complaints you may have
- Contact you about any changes that we make to our services, events or organisation
- Administer our website, including troubleshooting problems, analysing statistics, conducting research and tests and keeping the website secure.

If you enquire about, or apply for, a job vacancy, it is necessary for us to use your personal information as part of the recruitment process, in order to assess your suitability for a particular role.

Telling you about events or other services or products we think may be of interest to you

We may use your information to identify and tell you about events and our products or services that we think may be of interest to you. We will only do this where you have informed us that you would like to receive marketing communications.

We may also use your information to invite you to participate in market research. If we do contact you about market research, you do not have to participate. If you tell us that you do not want to receive market research communications, we will respect this.

Whether you choose to receive marketing communications or market research communications is entirely up to you. You can choose to receive both, none, or just one or the other. Your choice will not affect any products or services that you have purchased from us, nor will it affect any quotes for products or services you buy in future.

You can update your preferences by using the unsubscribe links in any of our emails to you, or by getting in touch using our website or contacting us as set out below.

Telling customers about the sport of swimming

We will communicate to our customer's details of our events and competitions for the purposes of promoting the development of the sport and enabling members to participate in the sport at a local, regional and national level.

Making our organisation better

We always want to offer the best services, events and experiences that we can. Sometimes this means we may use your information to find ways that we can improve what we do, or how we do it.

In this context, we will only use your information where necessary so that we can:

- Review and improve our existing services or develop new ones
- Review and improve the performance of our systems, processes or staff (including training)
- Improve our site to ensure that content is presented in the most efficient manner for you and for your computer
- Measure and understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.

Contacting you

We want to stay in touch with you. Sometimes we may need to use the information that we have about you in order to respond to your questions or let you know about important changes.

We will only use your information in this respect where necessary so that we can:

- Interact and respond to any communications you send us, including where you use the 'Contact Us' page, and any social media posts you tag us in
- Let you know about any important changes to our business or policies.

Verifying your identity

We may use your information where necessary for us to do so in order to meet our legal obligation to detect and prevent fraud, money laundering and other crimes.

Protecting you and others from harm

We may use your information where it is necessary to protect your interests or the interests of others. This may include, in the event of criminality such as identity theft, piracy or fraud. We need all the categories of information listed above to allow us to:

- Provide our services to you
- Enable us to comply with legal obligations
- Pursue legitimate interests of our own or those of third parties (provided your interests and fundamental rights do not override these interests).

The situations in which we will process your personal data are set out below in the table and indicate the purpose or purposes for which we are processing or will process your personal information:

	Perform our contract with you	Comply with legal obligations	Pursue legitimate interests
Verifying your identity	X	X	X
Making a decision to supply our services	X	X	
Administering your entries into our services and events		X	X
Make the benefits of membership available to you	X		X
When you have added an item to your shopping cart and not checked out			X
Dealing with any complaints you may have	X		X
Logistics management and planning (including accounting and auditing)		X	X
Making arrangements for the termination of our contract	X	X	X
Making alterations, improvements and repairs to services supplied	X	X	X
Dealing with legal disputes involving you		X	X
To suspend membership and take disciplinary action where necessary		X	X
Complying with health and safety obligations	X	X	X
To detect and prevent fraud, money laundering and other crimes		X	X
To review and improve the performance of our services			X
To interact and respond to any communications you send us			X
To let you know about any important changes to our business, policies, rules and regulations			X
To ensure that the information we hold about you is accurate and up to date		X	X
To protect your interests, or the interests of others		X	X

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Who do we share your personal information with?

Sharing your information within Aaquatics

We share the information that you provide to us internally with our staff so that we can provide our services to you.

We may share the information that you provide to us with clubs, bodies, associations and organisations that are affiliated with Aaquatics.

Sharing your information with third parties

We may share your data with select third parties. For example, we may share your information with:

- Service providers: for example, payment processors, supply chain partners, sub-contractors and IT services
- Contact management systems, to send emails, instant messages, social media messages and SMS messages
- Internet hosting providers to host our website, related infrastructure, services and applications

There are certain exceptional circumstances in which we may disclose your information to third parties. This would be where we believe that the disclosure is:

- Required by the law, or in order to comply with judicial proceedings, court orders or legal or regulatory proceedings
- Necessary to protect the safety of our employees, our property or the public
- Necessary for the prevention or detection of crime, including exchanging information with other companies or organisations for the purposes of fraud protection and credit risk reduction
- Proportionate as part of a merger, business or asset sale, in the event that this happens we will share your information with the prospective seller or buyer involved

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

How long do we keep your personal information?

We will only store your personal information for as long as we need it for the purposes for which it was collected. Where we provide you with any service, we will retain any information you provide to us at least for as long as we continue to provide that service to you.

If you apply for a job vacancy (or otherwise send us your CV) we will retain your CV (and any publicly available information, for example from social media) for a period of 6 months. If we are considering you for a particular role, we may retain this information for longer than that period.

In all other circumstances, we will keep all physical and electronic records of your information for a period of 7 years after your last contact with us. Exceptions to this rule are:

- Information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after you have worked for us.

How do we protect your personal information?

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy

We try to ensure that all information you provide to us is transferred securely via the website. Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

All information you provide to us is stored on our/third-party secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

What rights do you have with respect to your personal information?

Right to be Informed

You have the right to be informed about the collection and use of your personal data. This information is communicated via this privacy policy and you will be notified whenever any changes are made to it

Right to Access

You have the right to access your personal data and supplementary information. Aaquatics provides this facility via our website, allowing you to view the information we hold and enabling you to check its validity and the ability to alter it as necessary. For information which is not shown via our website, you may request to access it verbally or in writing.

Right to Rectification

You have the right to have inaccurate personal data rectified or completed if it is incomplete. As detailed above, Aaquatics provides this facility through our website for the personal information we hold however, you may contact us verbally or in writing.

Right to Erasure

The GDPR introduces a right for you to have your personal data erased if, for instance, the personal data we hold for you is no longer necessary for the purpose for which it was originally collected or processed. The right to erasure is also known as the 'right to be forgotten'. This right is not absolute and only applies in certain circumstances where applicable

Right to Restrict Processing

You have the right to request the restriction or suppression of your personal data in order to limit the way that we use your data; this is an alternative to requesting the erasure of your data. This is not an absolute right and only applies in certain circumstances. You can make a request for restriction verbally or in writing.

Right to Data Portability

The right to data portability gives you the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format. It also gives you the right to request that we transmit this data directly to another data controller. This right only applies to data collected by us using automated means.

Right to Object

You have the right to object to your information being processed based on:

- Legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling)
- Direct marketing
- Processing for purposes of scientific/historical research and statistics

Rights in Relation to Automated Decision-Making and Profiling

Any automated decision-making or profiling we undertake is solely for the purpose of tailoring the information which we provide to you. We will not use automated decision-making or profiling to make any decisions which will have a legal effect upon you or otherwise significantly affect you, and you have the right not to be subject to such decisions.

Cookies

Understanding how and why we use cookies

Aaquatics uses cookies throughout our sites and online environments to create the most secure and effective website possible for our customers. Among other things, cookies allow you to access our services and for these services to operate as advertised. This section explains what cookies are, how we use them and what benefits they bring.

What are cookies?

Cookies are small text files that are sent to and stored on your computer, smartphone or other devices for accessing the internet, whenever you visit a website. Cookies are useful because they allow a website to recognise a user's device.

The Aaquatics website and other online environments use cookies for a variety of reasons, such as to determine preferences, let users navigate between pages efficiently, verify data and carry out other essential checks that ensure the data you interact with is accurate and relevant to your account.

Some of the functions that cookies perform can also be achieved using similar technologies. This section refers to 'cookies' throughout, however, it includes those alternative mechanisms.

More information about cookies can be found at www.allaboutcookies.org.

How cookies make our website safer and easier to use

Cookies are useful for a variety of reasons, such as to safeguard your privacy when browsing the Aaquatics website.

Cookies are essential - without them, none of the services you subscribe to would function correctly.

We use analytics cookies to help us make our website better for those who visit it regularly. They help us to work out what users like and don't like and how we can improve things for you. These collect information anonymously.

Information we collect using cookies

When you visit our website, we may collect the following information:

- Which pages you view and which links you follow
- Your IP address and general location
- Details of the hardware and software that you are using to access the site
- Any passwords that you use on our site
- If you choose to log in using a third party, we will record your login provider
- A device identifier (cookie or IP address) for fraud prevention
- Details of your visits to our website and the resources that you access, including, but not limited to, toolkits, weblogs and other communication data

How to restrict cookies

You can set your browser to accept or reject all specific cookies. You can also set your browser to alert you each time a cookie is presented to your computer. You can delete cookies that have been stored on your computer but remember, if you prevent us from placing cookies on your computer during your visit, or you subsequently delete a cookie that has been placed, it will not be possible for you to use our website effectively.

By disabling cookies from your browser settings, you will be restricting the cookies that Aaquatics use to manage our website and this will have an impact on how the website will function. This will apply to all websites once cookies have been disabled via your browser and not just limited to the Aaquatics website.

If you would like to restrict or block cookies that are set by us and other websites, you can do this through your web browser settings. Please refer to your browser's help section for further information.

Changes to our Privacy Policy

Any changes we make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by email.

Complaints

If you wish to make a complaint about our collection or use of your personal data, please contact us in the first instance so that we may seek to resolve your complaint.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the statutory body which oversees data protection law in the UK. Please visit the ICO website if you wish to lodge a complaint with the ICO.

Contact Details

Our contact for data protection is Adam Cowell, who can be contacted using the details below:

Adam Cowell

Email: admin@aaquatics.com

Tel: 07763 838043

In the event of any query or complaint in connection with the information we hold about you please email admin@aaquatics.com

Document Control

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