

Privacy Policy

GDPR Compliant



SMART Swim Centre respects your right to privacy and complies with obligations under the Data Protection Acts 1988 & 2002 and the EU General Data Protection Regulation 2018 (GDPR).

We are committed to protecting any personal data that we collect. The purpose of this Privacy Policy is to enable you to understand what personal information of yours is collected, how and when we might use or share your information, and how you can correct any inaccuracies in the information.

This Privacy Policy also explains our online information practices and the choices you can make about the way your information is collected and used. By using our services, you agree to the use, collection and disclosure of the data that we collect in accordance with this Privacy Policy.

Who are we?

SMART Swim Centre is a highly qualified family business covering all aspects and disciplines of swimming; holding all major qualifications from the Internationally recognised Swimming Teachers Association (STA). As a team, we believe swimming should be accessible for all. Many of the team members are qualified swimming teachers, lifeguards and pool plant trained. Through the qualifications held and years of experience, everyone can experience the love of water through the inclusive SMART Swim Centre timetable, as a multitude of sessions and services are on offer. These include swimschool lessons, early lanes, lunch swims, evening swims, public swims, family swims, additional needs, baby splash, aquafit, swim clinics and school swimming. Birthday parties and private hire are also available to suit individual and group needs.

Address: SMART Swim Centre, Mill Street, South Molton, Devon, EX36 4AS

Email: info@smartswimcentre.co.uk

Phone: 01769 572340 / 07368 139 985

What personal data do we collect?

Personal data which identifies you and your children who attend swimming lessons with us. This will include the swimmer's name, date of birth, gender, parent/guardian's name, email address, home address, and contact number/s, past or present swim ability and medical details. Such information is collected from yourself when booking lessons or when requesting to be added to our waiting list. Bookings, enquiries and waiting list requests are made via our registration link with Mor Solutions* or via email, telephone or social media.

How do we use personal data?

We will process any data you provide to us for the following purposes:

1. to respond to your comments, queries and support requests
2. to provide you with details of your lesson, day, time and of any changes to this throughout your time with us
3. to carry out our obligations arising from any contracts entered into between yourself and us
4. to send you communications in relation to essential Swim Centre information, including, but not limited to, class changes, updates, latest news, up and coming events, renewals, changes in fees, public swims and events in relation to your swimmer
5. to keep you informed of any changes to the services we provide you
6. to check that use of our services is in accordance with our terms and conditions

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7. to allow for suitable lesson planning, in order to provide the correct and high level of swimming service that you are purchasing

8. for the purposes of security, and prevention and detection of fraud

Our legal basis for holding your personal data under GDPR

- We are entitled to use your data as described in point (1) as we are responding to your request and therefore you have given consent to this processing
- We are entitled to use your data as described in points (2), (3), (4), (5), (6) and (7) as we require to do this as part of our contractual obligations to provide our services
- We are entitled to use your data as described in point (7) as the purposes stated are within our legitimate interests

How is your personal data stored?

Your personal information is collected from yourself on the date of registering your interest for swimming lessons. Bookings are made via email, telephone or social media*. Your personal information is stored in our database system, Mor Solutions, Swimsoft Online**. To restrict the use of your data being shared, please see The Right to Restrict Processing.

How is personal data shared?

Your child's name, date of birth, current swimming ability and any medical details provided are shared to your current swimming teacher or cover teacher, allowing them to provide suitable activities within your booked class. This information is shared via register format only, which is securely stored via our management team. We are entitled to use your data as detailed above, as we require to do this as part of our contractual obligations to provide our services.

Your child's name, past progress and current swimming level is shared to your current swimming teacher only, via our database system, Mor Solutions Swimsoft Online**, to allow for accurate assessment and grading. To restrict the use of your data being shared and to stop the assessment and report writing process, please see The Right to Restrict Processing.

How long do we keep personal data?

By law we have to keep basic information about customers and their contact details for a minimum of 6 years for tax purposes. We only store your information for as long as is necessary for the purpose it was obtained or for any additional purpose we have explained to you.

What are your rights and choices?

You have the right to object to how we use your personal information. You also have the right to see what personal information we hold about you. In addition, you can ask us to correct inaccuracies, delete or restrict personal information or to ask for some of your personal information to be provided to someone else.

The Right to be Informed

You have the right to be informed of how your data is gathered, stored, used and shared. Our Privacy Policy will detail this information for you.

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The Right of Access

You can request access to a copy of your personal information that we hold, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access in writing and you will need to provide us with evidence of your identity.

The Right to Rectification

You have the right to have inaccurate personal data rectified or completed if it is incomplete. Please provide written details of your rectification.

The Right to Erasure

You can ask us to delete the personal data we hold for you, where it is no longer necessary for the purpose for which it was originally collected. Please contact us in writing to withdraw your consent.

The Right to Restrict Processing

You can ask us to restrict the personal data in order to limit the way we use your data. This is an alternative to requesting erasure of your data. Please contact us in writing to request for data restrictions.

The Right to Data Portability

You can ask us to provide you or a third party with some of the personal data that we hold about you, requesting the transfer of this data directly to another data controller. Please contact us in writing to confirm your request of data portability.

The Right to Object

You can object to our processing of your personal information. Please provide written details of your objection.

The Right to not to be Subject to Automated Decision-making and profiling

SMART Swim Centre does not undergo automated decision-making on your personal data.

*Facebook private messages through the SMART Swim Centre page only. Any personal information you provide through this social media platform is governed by the privacy policy of the company providing the platform and not SMART Swim Centre.

**Mor Solutions Privacy Policy -

<http://www.morsolutions.co.uk/blog/2018/05/17/privacy-policy>