

## **Privacy Policy - Updated on 11.03.22**

### **Our contact details**

Name: Aqua Include Ltd

Address: 107 Thillans, Cranfield, Beds MK430WP

Phone Number: 07483413330

E-mail: sam@aqua-include.co.uk

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Website enquiry emails and phone numbers
- Relevant pupil diagnosis and behavioural information
- Customer Financial Information
- Employee and contractor data

### **How we obtain personal information and why we have it**

The personal information we process is provided to us directly by you for one of the following reasons:

- Registering for our service
- Joining our waiting list
- Joining our weekly lessons
- As an employee or contractor

We use the information that you have given us in order to appropriately place your child in a class and plan teaching methods and strategies.

We also use your information to correspond with you regarding the lessons and their content and arrangement. We use your information to set up payment systems.

We may share this information with

Gocardless: for direct debit payment processing

Clearcheck: Employee and Contractor DBS processing

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) **Your consent. You are able to remove your consent at any time. You can do this by contacting Sam Rickett on [sam@aquainclude.co.uk](mailto:sam@aquainclude.co.uk) or 07483 413330**

## **How we store your personal information**

Your information is securely stored electronically.

We keep:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Website enquiry emails and phone numbers
- Relevant pupil diagnosis and behavioural information
- Customer Financial Information
- Employee and contractor data

Data is kept electronically (password protected) for the duration that your child/ren swim with us and are on our waiting list for.

Data is kept on employees and contractors for the period of employment and contract.

We retain customer information for 1 year following the conclusion of any lesson/service that they are enrolled in. This is for marketing, legal and insurance purposes and requirements.

We will then dispose of your information by deleting any stored copies of data. Other than that which we are required by law to retain.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [sam@aqua-include.co.uk](mailto:sam@aqua-include.co.uk) or 07483 413330 if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at

[sam@aqua-include.co.uk](mailto:sam@aqua-include.co.uk) or 07483413330

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

