



Swim Acceleration Limited Privacy Policy

Swim Acceleration Ltd is committed to preserving the privacy of all client's data. Please read the following privacy policy to understand how we use and protect the information that you provide to us.

Swim Acceleration gathers the following information about users in order to provide information and services:

- Information submitted using website's email submission form, and using the email addresses, phone numbers, postal address and social media links on the website. We collect this information on the basis that the user has consented.

RECORDING & SHARING OF INFORMATION

Your information will only be used for the purpose for which you have provided it. We will only contact you if:

- You are a current Swim Acceleration customer, have enquired about Swim Acceleration classes, or a past Swim Acceleration customer
- You have elected to receive such marketing e-mails
- We are responding to an email, telephone call, SMS or letter we have received from you

YOUR RIGHTS

Your personal information is owned by you. If you have any questions or issues with the way in which we are using your data, you have the following rights:

- You can ask to see what data we hold on you (right of access)
- You can ask for information to be corrected
- You can ask to receive a copy of the data we hold on you (right to portability)
- You can ask us to delete any information we have about you (right to be forgotten)
- You can object to the way in which we use your information If you wish to enact any of these rights, then you can do so by emailing info@swimacceleration.co.uk

RETENTION AND DATA STORAGE

When we store data, reasonable measures are taken to protect personal information from access by unauthorised persons. This information will be stored, archived and backed up as part of internal systems which are hosted by MOR Solutions Ltd. A copy of their privacy Policy can be found by following the link below. <https://www.morleisure.co.uk/KnowledgeLibrary/Privacy%20Policy%20V1%20030418%20EC.pdf>



WHERE ELSE DOES YOUR DATA GO?

As a principle we do not share any of the personal information that we hold. However, in the course of running our business some data does get transferred outside of our organisation to enable communication and the collection of fees. Below is a list of organisations we use:

- To collect fees by direct debit via GoCardless - with whom you would have an account. <https://gocardless.com/downloads/legal/privacy-policy-v0417-1.pdf>
- Text messages are sent via Text Anywhere. <http://www.textanywhere.net/privacy-policy.aspx>
- Bulk emails sent by SMTP2go.com <https://www.smtp2go.com/privacy/>

Use of your information

Your information will enable us to provide you with access to all parts of our website and to supply the goods or services you have requested. It will also enable us to bill you and to contact you, where necessary concerning your orders. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business. In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services. Further, where you have consented, we might also use your information to let you know by email, SMS or post about other products and services which we offer which may be of interest to you. If you change your mind about being contacted in the future, please let us know.

Disclosure of your information & marketing Your personal data provided by you via our website will only be used by Swim Acceleration Ltd

Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners. Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your explicit consent.

Changes to our privacy Policy We keep our privacy policy under regular review and we will place any updates on our web page. This privacy policy was last updated on 25th May 2018

Contact All comments, queries and requests relating to our use of your information are welcomed and should be addressed to info@swimacceleration.co.uk

The www.swimacceleration.co.uk website is operated by: Swim Acceleration Ltd, located at The Pavilion Club, Hurst Lane, East Molesey, KT8 9DX.