



Privacy policy

Introduction

This statement explains how Kevin Duers Coaching ("we" and "I") handle and use information we collect about our members, volunteers and supporters and the legal basis for what we do with it. We use your personal information, including names and contact details, to manage your, registration, health and safety and subscriptions, to organise coaching, and to keep you informed.

When changes are made to this statement, we will publish the updated version on our website and notify you as we consider it appropriate or necessary.

Who is viewing your data

You have a right to know who in the Club is looking after your personal information. The controller for your personal information is Kevin Duers Coaching, 10 John Tibauld Court, Steeple Bumpstead, CB9 7ET. The person responsible for data protection at the time this statement was created and the person who is responsible for monitoring compliance with relevant legislation in relation to the protection of personal information, is Kevin Duers

The Types of Personal Data We collect

- We'll use your personal data for the reasons set out below and if you become a customer we'll use it to manage your 'account', policy or service you've applied for. We'll collect most of this directly during the application journey.
- The sources of personal data collected indirectly are mentioned in this statement. The personal data we use may include:
- Full name and personal details including contact information (e.g. home and business address and address history, email address, home, business, and mobile telephone numbers);
- Date of birth and/or age
- Education and employment details/employment status
- Personal data about other named applicants. You must have their authority to provide their personal data to us (or for children under 13, you should have parental responsibility for that child) and share this data protection statement with them beforehand together with details of what you've agreed on their behalf. When applying for a credit card you must have permission to give information about any third party named on the application form

Providing Your Personal Data

We'll tell you if providing some personal data is optional, including if we ask for your consent to process it. In all other cases you must provide your personal data, so we can process your application.

Using Your Personal Data

1) As necessary to perform our contract with you for the relevant account, policy or service:

- a) To take steps at your request prior to entering into it;
- b) To decide whether to enter into it;
- c) To manage and perform that contract;
- d) To update our records; and

2) As necessary for our own legitimate interests or those of other persons and organisations, e.g.:

- a) For good governance, accounting, and managing and auditing our business operations;
- b) To monitor emails, calls, other communications, and activities on your account;
- c) For market research, analysis and developing statistics; and
- d) To send you marketing communications.

3) As necessary to comply with a legal obligation, e.g.:

- a) When you exercise your rights under data protection law and make requests;
- b) For compliance with legal and regulatory requirements and related disclosures;
- c) For establishment and defence of legal rights;
- d) For activities relating to the prevention, detection and investigation of crime;
- e) To monitor emails, calls, other communications, and activities on your account.

4) Based on your consent, e.g.:

- a) When you request us to disclose your personal data to other people or organisations, or otherwise agree to disclosures;
- b) When we process any special categories of personal data about you at your request (e.g. your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning your health, sex life or sexual orientation); and
- c) To send you marketing communications where we've asked for your consent to do so.

Your Marketing Preferences

We may use your home address, phone numbers, email address and social media (e.g. Facebook, Google and message facilities in other platforms) to contact you according to your preferences. You can change your preferences or unsubscribe at any time by contacting us. In the case of social media messages, you can manage your social media preferences via that social media platform.

Retention Periods

- Retention in case of queries. We'll retain your personal data as long as necessary to deal with your queries. Or 1 year after the date of your queries.
- Information relating to bookings will be retained for 5 years after the date of the camp (regulatory and HMRC requirements)
- We will retain your details after you have used our services if you have opted in to marketing.
- You also have the right to be forgotten.

Your Rights Under Data Protection Law

Your rights are as follows (noting that these rights don't apply in all circumstances and that data portability is only relevant from May 2018):

- The right to be informed about our processing of your personal data;
- The right to have your personal data corrected if it's inaccurate and to have incomplete personal data completed;
- The right to object to processing of your personal data;
- The right to restrict processing of your personal data;
- The right to have your personal data erased (the "right to be forgotten");
- The right to request access to your personal data and information about how we process it;
- The right to move, copy or transfer your personal data ("data portability"); and
- Rights in relation to automated decision making including profiling.

Some of these rights are not automatic: we reserve the right to discuss with you why we might not comply with a request from you to exercise them.

Our regular marketing material is sent out to you with your previous consent. You can unsubscribe from this at any time by clicking on the link at the bottom of the email, or by emailing us.

You have the right to complain to the Information Commissioner's Office. It has enforcement powers and

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