

# Portishead SUP Co. Privacy Policy

This privacy policy sets out how Portishead SUP Co. uses and protects any information that you give Portishead SUP Co. when you use this website or contact us via email/phone.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 7<sup>th</sup> March 2020.

## Examples of what we may collect:

We may collect the following information:

- name and job title
- contact information including email address and phone number
- demographic information such as postcode, age, preferences, abilities
- records of when you contacted us and we contacted you by phone/email
- feedback you have given us
- records that tell us when you/your child attended an event or session
- videos and photos
- medical/health related information

## Where we get this information:

We normally collect this information when you contact us via phone or email to find out about or sign up to a session and when you fill in a disclaimer form on attending a session.

## What we do with the information we gather:

We require this information to understand your needs and provide you with the best service we can, and, in particular, for the following reasons:

- Internal record keeping so that we can refer back in case of any issues in the future.
- We may use the information to improve our products and services.
- We may use photos/videos to promote events but we will only do this if you have given prior consent for us to use images of you or your child in this way.
- We may use details about your/your child's health to assess whether you are able to take part in an event or to help us to adapt activities or lessons to meet your/your child's individual needs better.
- Periodically, we may send promotional emails about new services, special offers or other information which we think you may find of interest using the email address you provided.
- We may also use your information to contact you for market research purposes via email, phone or mail.
- We may need to make payments to you in the event of a cancelled/refunded session.

## How long we keep your information for:

We collect personal information from you for different reasons and so might keep it for different lengths of time. Sometimes we may have to keep information for a long time for legal reasons, but most of the time, we will keep your details for 5 years after the last time you got in touch with us. It is important that the details we hold are accurate so make sure you let us know if anything like your email address or phone number changes by contacting [portisheadsupco@yahoo.com](mailto:portisheadsupco@yahoo.com)

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information we collect online.

## **How we use cookies:**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites:**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, we don't have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement on the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind and ask us to stop at any time.
- You can ask us to tell you how your details are being used and you may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you, you can contact us to ask for a copy.
- You can ask us to delete the details we hold on you (unless we have good reason not to).
- You can ask us to stop using your details in a certain way.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required to do so by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting. If you would like us to stop sending you information you can tell us to stop at any time.

If you have any queries, believe any of the information we hold on you is incorrect or incomplete or if you would like us to delete or stop using your information in the way we are doing so, contact us at [portisheadsupco@yahoo.com](mailto:portisheadsupco@yahoo.com).