

## PRIVACY STATEMENT

Updated 9/5/18

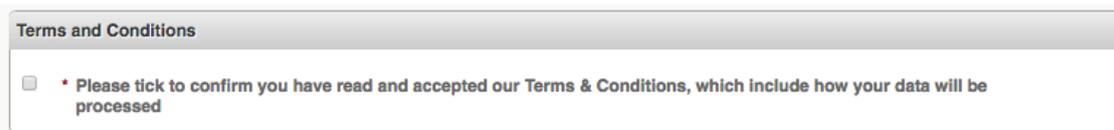
Here at the Hippo Swim Club we take your privacy seriously and will only hold your personal information to administer your/your child's account and provide the products and services from us you have requested from us.

The information I hold on you and your child is stored securely on software called CAP2 solutions (Coursepro). Any paper application forms are destroyed, and emails deleted. CAP2 is GDPR compliant.

Your information is not shared with anyone else other than my instructors who have registers on handheld devices with your/your child's name, date of birth and any medical conditions. No other information.

In CoursePro, the basis for data processing is upon the fulfilment of a contract between customers and their members. Therefore consent is not required under GDPR.

T&C's are recorded when we Add or Edit a member you will see the below in the member's profile.



The screenshot shows a grey header with the text "Terms and Conditions". Below the header is a white box containing a checkbox that is currently unchecked. To the right of the checkbox is a red asterisk followed by the text: "Please tick to confirm you have read and accepted our Terms & Conditions, which include how your data will be processed".

Ticking this in Control Centre will result in the below being displayed (i.e. the user, staff member, who added them will be shown). As this is in Control Centre, they will need a way to view them.

*NOTE: This cannot be unticked, if a member wishes to remove their acceptance of the T&Cs, they would need to be deleted.*

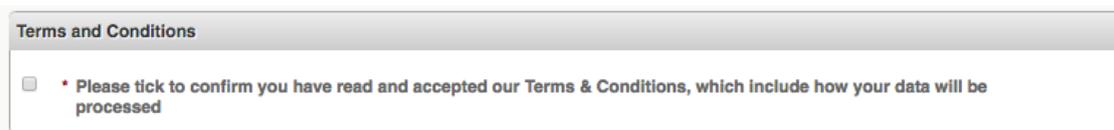
Any information I have after you or your child leave the club is deleted after 6 months. Coursepro automatically,

**Remove or Anonymise inactive members.**

**Regularly remove inactive members.**

**Regularly removing pending members (online booking specific).**

We require your personal data as it is a requirement necessary to enter into a contract. Without it we would not be able to fulfil the contract.



The screenshot shows a grey header with the text "Terms and Conditions". Below the header is a white box containing a checkbox that is currently unchecked. To the right of the checkbox is a red asterisk followed by the text: "Please tick to confirm you have read and accepted our Terms & Conditions, which include how your data will be processed".

**Ticking this in Control Centre will result in the below being displayed (i.e. the user, staff member, who added them will be shown). As this is in Control Centre, they will need a way to view them.**

***NOTE: This cannot be unticked, if a member wishes to remove their acceptance of the T&Cs, they would need to be deleted.***

### **Accessing and updating**

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure it is accurate and kept up to date. If you wish to do that or require any information please contact [Elaine@hipposwimclub.co.uk](mailto:Elaine@hipposwimclub.co.uk). Tel 01628 476109.

Any changes to our privacy policy will be posted up on the website.