

Active Swim Privacy Policy

What information do we collect about you?

We collect information about you when you enquire about our swimming lessons or when you book classes with us or require any other of our services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. The data held may include contact details, bank details, date of birth, health information, home address and notes made during correspondence between yourself and Active Swim Ltd.

How will we use the information about you?

We collect information about you to provide you with relevant information, process your swimming classes, manage your payments and if you agree, to email you about other products and services that we offer which we think may be of interest to you. Active Swim Ltd will not sell, share or publicise your information for marketing purposes.

Is client data shared with any third parties?

If using certain functionalities within the software provided by MOR Solutions Ltd, third parties may be involved in the processing of client data. This is detailed below, along with links to the privacy policies of the relevant organisations:

Active Swim Ltd enables clients to:

- Collect on-line payments and direct debit payments via Xero

How do we store and protect your information?

All of our information is held on a password protected database, on a password protected server, all of which can only be accessed by key Active Swim Ltd personnel through password protected accounts.

Marketing

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us in writing, using the details provided below.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email to us at the address detailed below. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Other websites

Our website may contain links to other websites. This privacy policy only applies to Active Swim Ltd, so when you link to other websites you should read the relevant privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 23rd January 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

By email hamid@activeswim.co.uk

By post: Active Swim School
31 Arla Place
10 Burgundy Court,
Ruislip HA4 0GD