

SwimBag Limited - Privacy Policy



1. What this policy covers

The data controller is SwimBag Limited (referred to in this policy as “we”, “us” or “our”). SwimBag Limited is a registered company (number 4290637) in England with a registered address of SwimBag Limited, 29 Redbridge, Peterborough PE4 5DP.

We respect your privacy and have implemented policies and procedures to remain compliant with data protection regulations including the General Data Protection Regulation (“GDPR”). This privacy policy:

- Sets out the types of personal data that we collect;
- Explains how and why we use your personal data;
- Explains who we share your personal data with;
- Sets out our security arrangements;
- Explains your rights you have about your personal data;

This policy refers to “our services” and “our products”, this means that this policy applies to any course of learning, quote or sales enquiry for equipment either as our customer or our supplier. This policy also applies if you contact us or we contact you about our services or products.

2. The personal data that we collect

When you make a sales enquiry to us, book a course or individual place on a course, enter into a contract of sale, access our website or sell goods to us, we may collect some or all of the following:

- Your personal details, including your name, address, email address and telephone number(s).
- Where relevant, your credit card details or bank account information (this policy only applies to these data types in your personal capacity if applicable).

3. How we use your personal data

We use your personal data in relation to our services. This could mean.

- Entering into a contract to provide courses, services or equipment.
- Collecting, making and refunding payments.
- Registering learners with Awarding Organisations in accordance with OFQUAL requirements.
- Facilitating our Internal Verifiers contacting you to carry out interviews about your course of learning.
- Delivering equipment, resources, marked assignments, results and certification.
- Contacting you to ensure we offer the best possible service.

4. Who we share your personal data with

We may share your personal data with third parties for the following purposes:

- Partners, suppliers and/or sub-contractors for the fulfilment of any contract we have with you.
- Awarding Organisations - as a training provider we are required to collect certain information.
- External Quality Assurers – so they can interview you in relation to your course of learning.
- Credit reference agencies - for assessing your credit score where you have asked for credit terms.

5. Data security & retention

All personal data is either held on our computer systems or on hard copy forms.

Computer security - All our computers are password protected and only those personal that require access to your information for the fulfillment of their duties can access your data.

Forms and course records - Course records including enrolment forms are retained for 7 years. Course files are held in our office or with the trainer delivering the training. When unattended the office is locked and has continuous CCTV recording.

6. Your rights

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to be informed about the collection and use of your personal data (through this privacy notice)
- The right to access your personal data, usually referred to as a subject access request.
- The right to have inaccurate personal data rectified or completed if it is incomplete.
- In certain circumstances, the right to have your personal data erased from our systems and records.
- In certain circumstances, the right to restrict or suppress your personal data (i.e. limit the way in which we use your personal data).
- In certain circumstances, the right to object to us processing your data.

If you wish to exercise any of the rights set out above, please contact SwimBag Limited, 29 Redbridge, Peterborough PE4 5DP.

You will usually not have to pay a fee to exercise any of your rights listed above. However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

In most cases, we will need to see identification from you to ensure the security of yours and others' personal data on our systems. We may also contact you to ask you for further information in relation to your request assist in our response and to provide you with the requested data in a quicker timeframe.

We endeavor to respond to all legitimate requests within one month. If we envisage that your request will take longer than this, we will contact you.

7. Changes to this notice and your duty to inform us of changes

We reserve the right to make changes to this privacy notice at any time. Where material changes are made, you will be notified accordingly. Minor changes will be updated on this page, therefore please review this notice regularly.

Contact details

- All queries concerning this strategy statement should be addressed to:
The Training Director, SwimBag Limited, 29 Redbridge, Peterborough, PE4 5DP Tel: 01733 321399, Email: trainingdirector@swimbag.com

Review This document was last reviewed on 20/10/22

A P Longland, Training Director SwimBag Limited