

Superkids Swimming School
Privacy Policy
May 2019

Your privacy is important to Superkids Swimming School so we've developed a Privacy Policy that covers how we collect, use, disclose, transfer, and store your information.

What we collect

We collect certain information or data that you have provided on your booking form or contact form when you use our website www.superkidsswimmingschool.co.uk which will be recorded in our customer database and used to manage your swimming lessons and preferences.

- questions, queries or feedback you leave, including your email address and telephone numbers if you contact Superkids Swimming School
- your email address, children's name and age and parent's contact details for our bookings along with any relevant medical conditions for our register sheets

This data is held securely and can be viewed and shared by authorised people in Superkids Swimming School including your swimming teacher (and any cover teacher that may be required) and Webcredible Solutions Limited who manage our website to:

- improve the site by monitoring how you use it
- gather feedback to improve our services
- respond to any feedback you send us

Where your information is stored

We store your information, whenever possible, on secure servers in the European Economic Area (EEA)

Keeping your information secure

We have procedures and security features in place to keep your information secure once we receive it. This is detailed in our Data Protection and Security Policy. Your information will be held whilst you are a customer of Superkids Swimming School and for 7 years after your lessons have ceased. Your medical information will be held whilst you are a customer of Superkids Swimming School and for 1 year after your lessons have ceased.

Disclosing your information

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements. We won't share your information with any other organisation for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

Your rights

You can find out what information we hold about you and ask us not to use any of the information we collect. If you are unhappy with the way we are using your information you have a right to lodge a complaint to ourselves, Superkids Swimming School using our contact details below or the ICO (Information Commissioners Office) if you are unsatisfied with how we deal with your complaint.

About us

This business is J Sterry & M Rick trading as Superkids Swimming School

All correspondence should be sent to 49 Greville Avenue, South Croydon, CR2 8NN

Tel: 020 8651 2002

Email: superkidsswimmingschool@gmail.com