

## Devon Windsurf & Canoe Centre - Privacy Notice

### **Who We Are**

Devon Windsurf & Canoe Centre (hereafter known as DWCC) gather and process your personal information in accordance with this privacy notice and in compliance with the General Data Protection Regulations (GDPR) and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

DWCC correspondence address is 9 Riviera Terrace, Dawlish, EX7 0AE

### **Information That We Collect**

DWCC processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

#### ***The personal data that we collect from is: -***

- Name
- Date of Birth \*where you are under 18
- Home Address
- Personal Email
- Home Telephone Number
- Mobile Telephone Number
- Next of kin name and contact number

#### ***We collect information in the following ways: -***

**Online Forms**

**Paper Forms**

### **How We Use Your Personal Data (Legal Basis for Processing)**

DWCC takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. *The purposes and reasons for processing your personal data are detailed below: -*

- *We collect your personal data to provide a service.*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests*

## **Your Rights**

You have the right to access any personal information that DWCC processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

## **Transfers Outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. DWCC does not transfer or store any personal data outside the EU.

## **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to DWCC. However, as this information is required for us to provide you with our services/legitimate interests, we will not be able to offer some/all our services without it.

## **How Long We Keep Your Data**

DWCC only ever retains personal information for as long as is necessary and we have a review and retention process in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

## **Marketing**

### **Consent**

Occasionally, DWCC would like to contact you with services and promotions that we provide. If you have provided consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting us directly:

To unsubscribe, please e-mail: [simon@devonwindsurf.co.uk](mailto:simon@devonwindsurf.co.uk) stating, '**Opt Out** - Marketing' and state the methods that you no longer wish to be contacted by.

### **Legitimate Interest**

DWCC will occasionally send you information on specific promotions and services by email/social media that has been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

To unsubscribe, please e-mail: [simon@devonwindsurf.co.uk](mailto:simon@devonwindsurf.co.uk) stating '**Opt Out** - Legitimate Interests'.

### **Lodging A Complaint**

DWCC only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or you are unsatisfied with how we have handled your information, you have the right to lodge a complaint to the Information Commissioners' Office;

**ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF**