

# COAST AND FOREST EDUCATION TRAINING CENTRE

Telephone: 07721 011461

Email: [courses@coastandforest.co.uk](mailto:courses@coastandforest.co.uk)

## Privacy Policy

Date last updated: 16.11.21

Next update: 16.11.22

### General Data Information:

Coast and Forest Education respects your privacy and pledges to maintain the confidentiality of your personal information.

We will never sell, rent or trade your personal information to any third party.

We password protect your data to maintain the privacy and security of your information.

We take your privacy seriously and will only use your personal information to administer your swimming lessons and to provide the services you have requested from us.

This policy explains our information practices and the way that Coast and Forest Education Training Centre collects and uses your information. This Privacy Policy covers the information you provide to us in any format, on or offline, and has been updated in line with the General Data Protection Rules which came into force on 25th May 2018.

### Using your personal information:

When you register for any course or activity facilitated by Coast and Forest Education by whatever means that was achieved, we collect contact information such as address, child's date of birth, phone number, email address and other information such as client name and medical conditions. This ensures that all health and safety measures are covered including knowledge of current medical conditions. For the purposes of emergency procedures, we also need to know who and how to contact you if your class needs to be cancelled due to instructor or facility incapacity; or weather-related cancellations. This list of emergency reason is not exhaustive.

It is also used to send you information regarding the term, which includes, but is not limited to:

- Venue specific information
- Updates regarding the venue or classes
- Reminders about Health & Safety issues (photography etc)
- Term dates and class times
- Invitation to summer schools and other activities that may be of interest
- Newsletters regarding the current swim term

This information is a requirement for you & your child to participate in the lessons.

Coast and Forest Education will only share personal information with third parties if required to do so by law or court order, or to protect the rights, property, or personal safety of the public.

Disposal of personal information:

Whilst you are a live & active client your personal information must be kept in our systems. You may request your data to be deleted from the system at any point – if this is during the swim term you are active in you will no longer be able to attend classes and will forfeit any monies paid for that term where classes are still to run. Further attendance at swim school activities will be unable to be undertaken until re-registration.

Once a request for deletion is received in writing to [courses@coastandforest.co.uk](mailto:courses@coastandforest.co.uk) it will be deleted within 48 hours. Please note that once your details are deleted, we will no longer be able to access any information held about you or the participant.

Coast and Forest Education reserves the right to dispose of personal information from the booking system seven years from the date which you last attended a training course with us or for whatever the lifetime of the qualification is.

Anti-Spam process:

We only ever send information following a request from you and will never knowingly send information via email not relating to your original request or your current programme.

We send information regarding the term, which includes, but is not limited to:

- Venue specific information
- Updates regarding the venue or classes
- Reminders about Health & Safety issues (photography / eating on poolside etc)
- Invitation for the following term
- Invitation to photo shoots / summer schools / other activities of interest
- Newsletters regarding the current swim term

If you are on the waiting list for a specific term you will automatically get an email invitation for the following term – this is detailed in the waiting list confirmation email & you have the right to come off that list at any point. You will only receive the email invitation for the following term.

Changes to privacy policy:

We keep our privacy policy under regular review and we will place any updates on the website, social media and by email. This privacy policy was last updated on 16.11.20.

Contact details If you have any questions about our Privacy Policy or if you wish to update or remove any of your personal information, please email us.

### **Contact Details**

Maria Timperley  
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