



Data Protection / GDPR Policy

The Excellent Performance Team

The Excellent Performance Team is fully committed to protecting the rights and privacy of individuals, in accordance with the current GDPR regulations. Information about our personnel, learners and other individuals will only be processed in line with established regulations. Personal data will be collected, recorded and used fairly, stored safely and securely and not disclosed to any third party unlawfully. As the lawful and correct treatment of personal information is critical to our successful operations and to maintaining confidence, The Excellent Performance Team is committed to.

What information do we collect about you?

We collect information about you when you register your interest with us or book a place on to one of our courses. We also collect information when you **voluntarily** complete customer surveys and provide feedback. Website usage information is collected using cookies. We currently do not have a live website, but rest assured that when this is available you will be able to view our cookie policy.

When booking on to a course, the categories of information that we collect, and hold include the following:

- Personal information – e.g. name, contact numbers and addresses
- Relevant medical information, including any information that makes your learning journey more accessible.
- Attendance information – signing in and out on course days
- Assessment information – our tutors record the progress of each course attendee and the certification history is saved on the booking.
- Basic payment information – payment amounts, and date of payments are recorded on the booking. No card or bank account information is stored by us

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How information about you will be used?

- to be able to provide our service to you
- to inform you of any changes to the service we provide
- for us to be able to identify you when you contact us, or we contact you
- medical information for health and safety of the participant in sessions

Marketing

To add value to your experience with The Excellent Performance Team, we may run other training events, or send newsletters out to keep you informed of everything we feel you would want to know.

We use social media mainly to market our courses and these pages are closed.

Payment information

Our payments are taken via cheque, bacs, Cardless (instalments) or PayPal and payment details and information is given to those banking services we don't maintain any of these details apart from recording that payment has been received.

Information is shared with

We do not sell on any personal data, but to be able to provide our service there are the below partner companies who we need to share your data with.

SwimEngland Qualifications, RLSS, STA and Quallsafe are our awarding bodies for certification. In order for them to register and certificate learners on their achievements they will need to access to our customer details to do so. They only access this data with our consent to do so and are only sent the specific data to complete registration and certification.

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How long will data be stored for?

In accordance with the GDPR, we do not store personal data indefinitely; data is only stored for as long as is necessary to complete the task for which it was originally collected or if the customer opts in to receiving marketing communications.

What are your rights?

Account holders and participants have the following rights in relation to the processing of their personal data.

You have the right to:

- Be informed about how The Excellent Performance Team uses your personal data.
- Request access to the personal data that The Excellent Performance Team holds.
- Request that your personal data is amended if it is inaccurate or incomplete.
- Request that your personal data is erased where there is no compelling reason for its continued processing.
- Request that the processing of your data is restricted.
- Object to your personal data being processed.

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Data Protection Officer

For any/all enquiries relating to this policy or any data privacy practices carried out by The Excellent Performance Team please contact our appointed Data Protection Officer,

Data Protection Officer:

Mrs Ellie Purvis

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