



THE ACADEMY OF
GYMNASTICS

1 Harbourmead, Harbour Road

Portishead Bristol BS20 7AY

Tel: 01275 840077

Website: www.thegymacademy.co.uk

Email: admin@thegymacademy.co.uk

Inspiring Children

PRIVACY POLICY

At The Academy of Gymnastics (the Academy), we respect your privacy and are committed to protecting your personal information. This policy explains how we collect information, what we do with it and what controls you have over your personal information.

Your Privacy

We take our duty to process your personal information very seriously.

We may change this document from time to time to reflect the latest view of what we do with your information. Please check back frequently; you will be able to see if changes have been made by the date it was last updated at the end of the document.

Refer to the sections below for more details on how and why we use your personal information:

Website Usage

When you are browsing our website, we have some essential cookies in place to ensure that the website works well, you can block these but it may affect the website's ability to respond correctly, load pages etc. Our lawful basis for data protection purposes is legitimate interest.

When you contact us via email

When you make an enquiry via email, the information in the email will only be used to respond to your request or question. We try to respond to email queries as promptly as possible but it can take the team up to 48 hours to respond to email queries especially at busy times, so please be patient with us. Our lawful basis for data protection purposes is consent.

Becoming a member and setting up an iclasspro account

When you become a member you will be asked to set up an iclasspro account. The Academy uses iclasspro to administer classes, ensure contact information is correct and provide information to club members and parents and guardians. iclasspro has its own privacy information which you can find on the iclasspro website. Our lawful basis for data protection purposes is contract.

Competitive Squad Places

The Academy supports its members to take part in competitions. To be able to select members for the most appropriate competitions we require additional information to be able to establish things such as countries you may be able to represent in competitions, Doctors information, family circumstances etc. Our lawful basis for data protection purposes is consent.

ACADEMY OF GYMNASTICS CLUB LTD Private company Ltd by Guarantee

Registered in England & Wales – Company Number 04454506

Registered address – 1 Harbourmead, Harbour Road, Portishead, BS207AY



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When you take part in online research or surveys

Occasionally, we ask for feedback on your interaction with the website, our services and your member experience. We will use a secure online platform to gather your responses which may include your name and contact details in case we need to contact you to follow up on your answers. Our lawful basis for data protection purposes is consent.

Facebook Adverts (Sponsored Posts)

Occasionally we run Facebook Adverts to promote the visibility of our services. When you click on our advert you are consenting to finding out more about us. Our Facebook Adverts use the Facebook Pixel Service of Facebook Inc. 1601 S. California Avenue, Palo Alto, CA94304. USA (Facebook). This tool allows us to find out more about the actions of users after they are redirected to our website. It also allows us to measure the efficiency of our Facebook adverts for statistical and market research purposes. Using this information allows us to improve our advertising for a better experience to our users and provide you with further advertising on Facebook and the use of Custom Audiences. You can find out more about this and withdraw your consent here: https://www.facebook.com/ads/website_custom_audiences/

Links to other websites

In order to be able to provide you additional services such as maps, online booking, UK coaching, we provide links to external websites. We suggest that you review the privacy policies for any third-party websites you visit as we cannot accept any liability for the way they manage your personal information.

The information we need

The Academy is what's known as the 'data controller' of the personal information you provide to us. Your relationship with us determines how much information we collect from you. We will only ever collect the information needed to provide you with advice and services.

We will be very clear with you about the reason for collecting information and how we intend to use, share and store that information at the point we collect it.

Collecting your personal information

We collect personal information about you through a variety of different methods including when you:

- Sign up as a club member
- Enter competitions
- Send us correspondence via email

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- Give us feedback
- Accepting a competitive squad place

Children

The Academy provides classes for children and so the collection of information about a child is necessary to ensure that we have class records and can meet our legal obligations with regard to risk assessments and accident reporting. The Academy takes great care of children's information and only those who need to view it as part of their role will be provided access to it.

Where is your information stored?

Wherever possible, all the personal information we process is processed within the UK or European Economic Area (EEA). Some of our third-party service providers, for example iclasspro, are based outside the UK or EEA so their processing of your personal information will involve a transfer outside the UK or EEA.

Whenever we transfer your personal information outside of the UK or EEA, we do our best to make sure a similar degree of security of personal information by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal information to countries that have been deemed to provide an adequate level of protection for personal information by the European Commission; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal information the same protection it has in Europe.

If you fail to provide the information requested

If you fail to provide the information requested where we need the personal information for either legal or accounting purposes or to fulfil our contract with you, we may need to cancel your services. Before cancelling your services, we will notify you that you are required to provide the missing information and give you a further reminder before cancellation.

Sharing your information

Other than in the following circumstances, we do not share your information with any other organisations or individuals unless we are obliged to by law, for purposes of national security, taxation or criminal investigations:

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- If you have agreed that we may do so
- If we run an event in partnership with other named organisations, your details may need to be shared. We will be very clear what will happen to your personal information when you register.

And we will never sell or rent your personal information to other organisations.

Retaining your information

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. For example, when you become a club member we retain your information for 7 years for accounting purposes. During the retention period we ensure the security and integrity of the information.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements. During the retention period we ensure the security and integrity of the information.

Securing your information

We have put in place security measures to prevent your personal information from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We ensure that only those employees and partners, who need access to your personal information as part of their business role, are given access. They will only process your personal data on our instructions and our contracts ensure that the information is kept confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we need to.

What are your rights?

You have a number of rights about how the personal information you provide can be used. These are:

- Transparency over how we use your personal information (right to be informed).

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- The ability to request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- Update or amend the information we hold about you if it is wrong (right of rectification).
- Ask us to stop using your information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be 'forgotten').
- Object to the processing of your information for marketing purposes (right to object).
- Obtain and reuse your personal information for your own purposes (right to data portability).
- Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you have concerns or questions about how we have handled your personal information, please contact us so that we may investigate the matter. If you are not satisfied with our response or believe we are not processing your personal information in accordance with the law you can complain the Information Commissioner's Office (ICO).

How to contact us

If you wish to talk through anything in our privacy policy, find out more about your rights or obtain a copy of the information we hold about you, please contact us by emailing admin@thegymacademy.co.uk and we will be happy to help.

About Us

Academy Of Gymnastics Club Limited is registered with the Information Commissioner's Office as a Data Controller. Our registration number is ZA356816.

Academy Of Gymnastics Club Limited is a company registered in England and Wales. Registered company number: 04454506 whose registered office is 1 Harbourmead, Harbour Road, Bristol, England, BS20 7AY.

Updated: December 2021

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