**Aerial Gymnastics London Ltd Privacy Policy**

*Please note our website is hosted by a third party web provider, namely WIX. Please visit* [*www.wix.com*](http://www.wix.com) *for more information, and to see the [Wix Privacy Policy](https://mailchimp.com/legal/privacy" \t "_blank). Our website provides access to some other services, including the option to contact us via our website and to become an Aerial Gymnastics London subscriber. You may need to provide some information about yourself to access these services or if you contact us in another way.*

**The name and contact details of our Organisation(s):**

* Aerial Gymnastics London Ltd
* 07477804630
* info@aerialgymnasticslondon.co.uk

**Who is the Data Protection Officer (DPO)?**

* Nathalie Alison Layton-McIntosh

**How we use your data**

1. Responding to questions, feedback and requests for information or support.
2. ​ When dealing with complaints, we use the personal information provided to respond to the complaint and to monitor the service we provide. If the complaint is about another person, we usually need to share the complainant’s identity with whoever the complaint is about. If a complainant does not want information identifying him or her to be disclosed, we will try to proceed but it is often not possible to handle a complaint on an anonymous basis.
3. We will retain information relating to complaints for three years from the point that the matter is closed unless there is a legitimate and lawful reason to retain the information for longer e.g. for safeguarding, regulatory or compliance purposes or to exercise or defend legal claims.
4. You have the right to object to any of the above sharing of your information which we do so on legitimate interest grounds. Please bear in mind that if you object then this may affect our ability to carry out the tasks above for your benefit.

**What data do we hold / collect?**

1. Your Name
2. Address
3. DOB
4. Health Conditions
5. Email / Telephone / Contact Details
6. Emergency Contact Details

**What else do you may need to know**

1. When joining Aerial Gymnastics London Ltd, you have given consent for us to process your person data.
2. You can contact us by telephone, email or letter. We do not record calls or retain any records of calls. However, if you are a member or subscriber we may log important calls and other communications. We will use the information you provide to respond and will retain any correspondence for up to one year after the matter is resolved.

**FAQ’s**

How long do you keep my information?

* + The ‘Right to be Forgotten’ applies when the personal data is no longer necessary for the purpose, which we originally collected or processed it for. However please note it is a condition of our Insurance Policy and generally accepted UK wide to take and retain client records. We will hold client record for 1 year after end of membership. If you would like your personal data to be removed, this is available upon request and will take place within 2 working days.

How do you store my information?

* + Your personal (paper written) information is keep in a locked cabinet.
  + Any personal information stored on line will be on our website which is hosted by a third party. Please visit [www.wix.com](http://www.wix.com) for information on their Privacy Policy. Payments made through paypal also mean your data will be carried by them. Please visit [www.paypal.com](http://www.paypal.com) for their Privacy Policy.

Who has access to my information?

* + Only Nathalie (Director) has access to your data. There may be times this information is needed to be shared with instructors of Aerial Gymnastics London.
  + Aerial Gymnastics London will not provide your information to any third party unless lawfully required.

Can I see what information is held about me?

* + Individuals have the right to access their personal data and supplementary information known as a ‘Subject Access Request’.
  + The fee of £10 per request is based on the administrative cost of providing the information. ​

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Can I have my information updated?

* + Most certainly yes, we request that your information is as up to date as possible for us to provide the best services possible.
  + You have the right to have inaccurate personal data rectified or completed if it is incomplete.
  + You can make a request for rectification in writing.
  + We have one calendar month to respond to a request from date of receipt, although for reasons stated above we will endeavour to meet such request as soon as physically possible.

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Are you allowed to change your privacy policy?

* + We may change this Privacy Policy from time to time. If / when changes are made to this privacy policy; we will email users who have given us permission to do so.
  + Our most recent updates will always be posted on our website.

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Acquisition or changes in ownership:

* + In the event that the web site (Or a substantial portion of its assets) is acquired, your information would be considered part of those assets, and may be part of those assets that are transferred.

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* Please note that your information will be stored and processed on our computers in the United Kingdom.
* The laws on holding personal data in the United Kingdom may be less stringent than the laws of your Country of residence or citizenship.
* To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.
* By using our services, you consent to our collection and use of your personal information as described in this Privacy Policy.
* We reserve the right to amend this privacy policy at any time with or without notice.

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By purchasing any class from us AGL you are there for aware and have ready our Privacy Policy.

Aerial Gymnastics London Company Number: 11056077

Registered Address: 51 Norwood High St, West Norwood, London, SE27 9JS

Contact Number: +447477804630

Contact Email: [info@aerialgymnasticslondon.co.uk](mailto:info@aerialgymnasticslondon.co.uk)

Director: Nathalie Alison Layton-McIntosh

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