

Watersports library privacy notice

**Our contact details**

Name: Watersports Library

Address: 141 Blandford Road, Poole, BH15 4AT

Phone Number: 07972350674

E-mail: hello@watersportslibrary.com

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details)
* Customer financial information
* Website user statistics

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* To use our services
* To update customers about our services
* For marketing purposes
* For customer profiling

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

* **We have a contractual obligation.**

**How we store your personal information**

Your information is securely stored

* In a password protected online system
* In a locked filing cabinet

We keep online user information for one year after membership or request for membership becomes expired. We will then dispose of the information by permanently deleting it from our management and email systems.

We will shred any paper records we have including signed terms and waivers after 5 years of membership expiration.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

While other rights listed below are limited to other lawful basis’, we will also abide by them for the purposes of best practise. These include

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using any of the methods at the top of this policy if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us by letter, email or phone number. All of these contact details are listed at the top of this policy.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>