



Peak Performance Sports Ltd Privacy Policy 2023

Peak Performance Sports Ltd (the data controller) is committed to securing your personal information in a fair and lawful way. We only use the information that we hold about you, in accordance with the Data Protection Act 1998, (DPA) and EU General Data Protection Regulation, (GDPR).

We hold information about you for two reasons: firstly, to process your booking and secondly to ensure we have all the appropriate information to promote the safety and welfare of your child whilst they are in our care.

Peak Performance Sports Ltd does not sell, share or pass on any private or confidential information to any third parties.

In the best interests of safeguarding, we have a duty of care and we may share information with other professionals if we believe a child is at risk of harm. This includes the Local Safeguarding Board, Children's Services, police and medical services.

If a child requires medical treatment out of our care we will share the required information with the emergency services.

We ask for marketing consent at the time of booking. Where a parent / carer ticks yes and opts in to this, we will contact you to help advertise future programmes via text and email. All marketing gives you the chance to refuse any marketing material by unsubscribing at any time you wish.

How we store your Data:

All information is stored confidentially electronically and is protected with laptop passwords and Norton Antivirus protection.

Printed information is stored safely and securely and is shared with PPS staff only when it is relevant and necessary.

Photos of children will NEVER have their name displayed with their photo, electronic photos will be deleted securely and paper copies shredded.

We always ask permission from parents / guardians / carers at the time of booking if they give photo consent.

Photos are used for advertising / social media purposes and are therefore put out to the public. All photos are taken using the PPS camera and NOT staff personal mobile phones.

All our policies are shared with and discussed with staff during their induction and ongoing training.

Information on Hold:

You can make a subject request, free of charge, to find out what information we hold about you by emailing hello@peakperformancesports.co.uk subject "Data Request" and we will reply within two working days. Subject requests will be sent via a PDF document.

The information we hold:

Regarding Children:

Children's names, gender, age, birth date, school, medical conditions, doctor's name, and contact details.

Regarding parents / guardians / carers:

Parent's names, relationship to child, contact numbers, home address.

Retention Period:

Once a school course (usually a term) or Holiday Camp (1 – 6 weeks) Programme has finished we will remove the data information we hold but will continue to email and text you, advertising future programmes. You have the right to unsubscribe from any marketing at any time using the unsubscribe link or requesting us to do so.

If your child is continuing a course, we will ask you to re-book your space on our website, www.peakperformancesports.co.uk. It is the parent's responsibility to ensure the data we hold is correct and up to date.

The right to complain:

Individuals have the right to complain if you believe Peak Performance Sports Ltd is not handling your data and complying with the DPA / GDPR Laws. Please submit a complaint to the ICO.

Removing Privacy Information on Hold:

To comply with GDPR, Peak Performance Sports Ltd will comply with your request to delete your information from our systems at any time. You can also request a copy of the data we hold about you or your child at any time. We will email you a

completed document in pdf format via email, two working days after receiving your request.

Please contact us at hello@peakperformancesports.co.uk we will then contact you via phone call to confirm identity before we issue any information.

If you are under the age of 16:

If you are under the age of 16 you MUST get your parent or legal guardian's permission to complete our online booking forms.

External Parties:

We use third party platforms to manage our online booking system that collect, store and manage personal data on our behalf. Please check their Privacy Policies before using the platforms:

Website Host: Infinity Design

CRM: Adobe

Peak Performance Sports Responsibilities to GDPR / DPA:

If we experience the theft or loss of data, we will report the loss within 72 hours to the information Commissioners Office.

If we discover the loss or theft after 72 hours we must give a full explanation as to why it have taken more than 72 hours.

We will inform all families whose information has been breached and pass information on how they should protect themselves.

If a data breach occurs, a complaint can be made against Peak Performance Sports to the Information Commissions Office (ICO)

If you have a separate complaint, please see our complaints policy at www.peakperformancesports.co.uk