



Privacy Policy

Active Me 360 CIC is committed to protect the privacy and data of individuals who work for us, who either use or visit our website, make a booking over the phone or use our services.

This Privacy Policy covers Active Me 360 CIC use of personal data collected from you when you use our services, register an account, sign up to our e-marketing services or if you join our team as an employee. References to 'your personal data' includes the personal data of any child for whom you make a booking.

1. Data Controller

The Data Controller who is responsible for your personal data is Active Me 360 CIC who registered office is 1st Floor, 50 High Street, Cosham, Portsmouth, Hampshire, PO6 3AG. Our contact details are,
Telephone: 02392 007 523
Email: hello@activeme360.com

You have the right to make a complaint at any time to the Information Commissioners Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We appreciate the chance to deal with any concern you have prior to raising it with the ICO.

2. Personal Data collected from you and how it is processed

When booking one of our services by telephone, directly with us or using our website's online facilities, you will be required to provide personal data in relation to yourself and also for the children or other persons for who will register to attend our services. When providing information relating to a child you warrant that you are a person with parental or legal responsibility for that child.

Personal data in this Privacy Policy means information that specifically identifies you or your child(ren) as an individual, or is capable of doing so.

Information we collect from you

Personal data is collected from you when you register to use our services, make bookings, enter into any of our competitions or promotions, submit a customer review, apply for a job or enter into correspondence with us.

The information we collect about you, as the person registering for our services, or both the person with parental responsibility for the child registering for our services and the account holder includes, but is not limited to;

- First and last name.
- Date of birth.
- Contact details.
- Medical information.



Information we collect from other parties other than yourselves

We generally only collect information directly from you about you and your child and sometimes information direct from your child. In some limited situations, such as where a school, local authority or other organisation is providing the funding for your child's attendance, registration information about you and your child may be provided directly by them.

Information we provide to third parties

We generally do not share any information collected by Active Me 360 CIC with a third party. However, there are times when we deem it necessary data is provided to a third party;

- To any contracted provider who helps us run and supervise any specific activities or services.
- To a school or local authority or other party who is providing access to the facilities used for the service and where such information is needed for registering those at the facility.
- In cases of emergency or the welfare of the child or otherwise.

We will ensure that all information supplied is held securely, in accordance with the Data Protection Act.

How we use any personal data collected from you

We use personal data collected from you for the following purposes;

- For Safeguarding and Health and Safety.
- To respond to an enquiry made by you.
- To improve your online experience and to personalise your visits.
- To notify you of special offers and promotions.
- To process your online bookings and any other transaction you make via our website or by phone.
- Where we are under a legal or regulatory obligation.
- To employ you and issue an employment contract.
- Deploy employees appropriately and to meet any legal and statutory obligations.



For schools or local authorities or other organisations we work with

- Active Me 360 CIC will ensure that our staff are aware of and comply fully with the requirements of the General Data Protection Regulations (GDPR). We will ensure the reliability of its staff accessing the schools data and shall ensure that they are aware both of Active Me 360's and their personal responsibilities and obligations under the regulation.
- When collecting or using personal data for the provision of the services, Active Me 360 CIC shall not knowingly or negligently place the school or organisation in breach, or potential breach in accordance with the GDPR.
- Collection of such data will be carried out in accordance with the school or organisations own documented instructions, and used for no other purpose other than the provision of services, including compliance with Safeguarding and Health and Safety.
- Active Me 360 CIC shall obtain specific written authorisation from the school before engaging a subcontractor. Active Me 360 CIC will ensure that any subcontractor fully complies with the same data protection obligations as are contained in this document.
- No personal information shall be disclosed to any other third party without first consulting the school and obtaining written authorisation.
- On termination of the contract, Active Me 360 CIC shall return all personal data to the school or organisation to destroy or dispose of in a secure manner and in accordance with any instructions issued by the school.

3. International Transfers

We do not transfer your personal data outside of the UK.

4. Data Security

We have put in place appropriate security measures to prevent your personal data being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process data on our instruction and they are subject to a duty of confidentiality.

In the event of a Personal Data breach arising during the processing of your personal data by Active Me 360 CIC, we shall;

- 1) Notify you in writing about a Personal Data breach within 72 hrs of becoming aware of it.
- 2) Shall notify you of the nature of the breach and the categories of the Personal Data records concerned.
- 3) Shall provide you with the names and contact details of who to contact within Active Me 360 CIC where more information can be obtained.
- 4) Shall inform you of the likely consequences of the breach and measures to be taken to address the breach, including where appropriate measures to mitigate its possible adverse effects.



- 5) After investigating the causes of such a Personal Data breach take such actions as may be necessary to minimise the effects of any breach.

5. Data retention

We will hold your personal information for as long as necessary to fulfil the purposes we collected it for, for as long as you use our services, or you request that such information be deleted.

Details of retention periods for different aspects of your personal data can be requested by contacting us.

6. Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

You have the right to;

Request Access to your personal data, this enables you to receive a copy of the personal data we hold about you.

Request Correction of personal data we hold about you. We may need to verify the accuracy of any new data you provide to us.

Request Erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.

Object to processing your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts your fundamental rights and freedoms.

Request the transfer of your data to a third party.

Withdraw consent at any time where we are relying on consent to process your personal data.

If you wish to exercise any of the rights set out above, please submit a written request to;

FAO Data Controller
Active Me 360 CIC
1st Floor, 50 High Street
Cosham
Portsmouth
Hampshire
PO6 3AG



7. Links to other sites

To give you a better service our site contains links to other local and national organisations websites. When connecting to other websites we recommend that you read the privacy statements as you will no longer be subject to this policy but the policy of the new site.

8. Changes to our Privacy Policy

If there are any changes to this Privacy Policy, we will replace this page with an updated version. It is therefore in your own interest to check the 'Privacy Policy' page any time you access our website.

9. Feedback

Any comments or suggestions on how we manage your privacy will be welcome and can be submitted via email, an online contact form or in writing to us.