

# Privacy Policy

---

At [Waterfront Leisure](#) we are committed to protecting your privacy. This statement is made in the light of the requirements of the Data Protection Act 1998 in order to advise you of Waterfront Leisure's data processing practices which will govern the processing of your data. If you have any queries about this statement please contact us at [Waterfront Leisure, 173 Pier Road, Gillingham, Kent ME7 1UB](#).

## WHEN DO WE COLLECT INFORMATION?

We will obtain personal information from you when you complete an application for membership, enquire about any of our services or fill in a form.

## WHAT INFORMATION DO WE COLLECT?

The types of information we collect includes full name, date of birth, title, occupation, e-mail address, postal address, telephone numbers, bank account details, swimmer status, medical information and signature.

---

## HOW DO WE USE THIS INFORMATION?

Your personal data will be kept confidential and secure and in accordance with this privacy policy. We do not share or sell your information with any 3<sup>rd</sup> Party.

We use your personal data to:

Enable us to carry out our obligations to you arising from any contract entered into between you and us including relating to the provision by us of services to you and related matters such as billing.

- Provide you with information, products or services that you request from us
  - Notify you about changes to our products or services
  - Respond to requests where we have a legal or regulatory obligation to do so
  - Check the accuracy of information about you.
  - Assess the quality of services (including giving you the opportunity to complete customer satisfaction surveys) and any concerns or complaints you may raise, so that these can be properly investigated
  - To ensure that content from any of our websites is presented in the most effective manner for you and for your computer.
- 

## HOW DO WE PROTECT PERSONAL INFORMATION?

We use a secure server and also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

## WILL WE DISCLOSE THE INFORMATION WE COLLECT TO OUTSIDE PARTIES?

As indicated above, we do not share or sell your information with any 3<sup>rd</sup> Party, however we may need to disclose your information if required to do so by law.

In an emergency and if you are incapacitated, we may also process your personal data (including sensitive personal data) or make personal data available to third parties on the basis of protecting your 'vital interest' (i.e. your life or your health).

---

## YOUR CONSENT

By providing us with your personal data, including sensitive personal data such as on your health, you consent to the collection and use of any information you provide in accordance with the above purposes and this privacy statement.

---

## RIGHT OF ACCESS

You have the right to ask for a copy of the information we hold about you and to have any inaccuracies in your information corrected.

## CCTV

Our premises are surveyed by CCTV for the purposes of security. Images and videos may be retained for a limited period.

If at any time you wish us to remove your personal information you may write to us at [Waterfront Leisure, 173 Pier Road, Gillingham, Kent ME7 1UB](#) or by emailing us at [enquiries@waterfrontleisure.co.uk](mailto:enquiries@waterfrontleisure.co.uk). We will remove your information at no charge within 30 days of your request.

---

## CHANGES

If your personal details change, please help us to keep your information up to date by notifying us at [Waterfront Leisure, 173 Pier Road, Gillingham, Kent ME7 1UB](#). Bank account changes can be made by completing a new direct debit instruction form at reception.

We reserve the right to amend this privacy statement. If we do so, we will post notice of the change on our website and you will be deemed to have accepted such changes.

If you are not satisfied with how we handle your request, you can contact the Information Commissioner's Office on 0303 123 1113 or visit their website (<http://www.ico.org.uk>).

If you have any questions in relation to our privacy policy, please email us at [enquiries@waterfrontleisure.co.uk](mailto:enquiries@waterfrontleisure.co.uk) or write to us at [Waterfront Leisure, 173 Pier Road, Gillingham, Kent ME7 1UB](#).

This privacy policy may be updated from time to time and is available on our website [www.waterfrontleisure.co.uk](http://www.waterfrontleisure.co.uk) Last updated 24/05/18.