

## **Our contact details**

Name: Sara Ottley

Address: 45 Chamberlain Avenue Barming, Maidstone, Kent ME16 8NT

Phone Number: 07747197213

[www.campervanretreats.co.uk](http://www.campervanretreats.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information:

- First name
- Last name
- Email address
- Date of birth
- Emergency contact number
- Emergency contact name
- Health questions regarding physical fitness, previous injuries and conditions that could be affected by exercise
- Goals and expectations
- Crowd photographs of group exercise sessions

## **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:

- a) Physical activity readiness questionnaire
- b) Personal training baseline questionnaire
- c) Newsletter subscription
- d) Signing up to attend a fitness class or personal training session
- e) Taking group photos during classes and sessions you attend (with verbal consent sort and opt out offered at the time.)

We also receive personal information indirectly, from the following sources in the following scenarios: If one of our clients passes us personal information for the purpose of us making contact to provide our services

We also receive personal information indirectly, from the following sources in the following scenarios:

- a) If we are contacted by another exercise or health professional who you are working with to collaborate with to support your training and treatment - such as a physio, chiropractor, doctor etc.
- b)

We use the information that you have given us in order to deliver effective and safe exercise programmes and health and fitness services.

Photographs are used within social media and marketing material.

We may share this information with other health professionals only at your request. We do not sell or share your information with any other other organisations.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Sara Ottley at [sara@sohappyhealthy.co.uk](mailto:sara@sohappyhealthy.co.uk)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.

## **How we store your personal information**

Your information is securely stored in a password protected online account and via Smoothbook (cloud based customer management system) your information is stored for the duration of time you are an active customer and for 6 years afterwards for tax and receipt purposes. After this time we will dispose of your information by deleting it from our database. No physical information is record or kept.

## **Your data protection rights**

Under data protection law, you have rights including:

**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 object to processing** - You have the right to object to 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 at [campervanretreats@gmail.com](mailto:campervanretreats@gmail.com) or call 07747197213 if you wish to make a request.

**Marketing and promotional communications** - You have the right to stop the use of personal information for direct marketing activity by replying UNSUBSCRIBE to our marketing emails or by contacting us. We must always comply with your request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Campervan Retreats ia [campervanretreats@gmail.com](mailto:campervanretreats@gmail.com)

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>