



## Privacy Statement for Aquatech Diving Centre

**Aquatech Diving Centre (“Aquatech”) is committed to safeguarding your privacy. Please read the following privacy statement to understand how your personal information will be handled when you request a service or otherwise interact with Aquatech.**

### What personal information does Aquatech collect?

Aquatech gathers personal information from you when you provide it to us directly, via telephone conversation or through written material or verbal conversation. This can include:

- When you train with us, we ask that you provide your name, date of birth, telephone number, email address, address and postcode. We will also ask you to complete a medical questionnaire to ensure you are fit to dive.
- When you join our Club, if we don't already have your details we ask that you provide the same information.
- When you make a purchase, from us or contract for our services.

### How does Aquatech use my personal information?

Depending on the products or services you request, your interactions with us, and the permissions you give us, we will use your personal information for the following purposes:

- To fulfil your request and/or provide you with the services you have contracted for.
- To manage and respond to any queries or complaints.
- For market research, e.g. we may contact you for feedback about our service or any products we have supplied.
- For security purposes, to investigate fraud and where necessary to protect ourselves and third parties.
- To comply with our legal and regulatory obligations.

### We rely on the following legal basis, under data protection law, to process your personal information:

- The processing is necessary to perform a contract with you, or take steps prior to entering into a contract with you (e.g. where you have requested a service from us, we will use your personal data to process the payment and fulfil your request).
- It is in the legitimate interests of Aquatech and yourself, where you are submitting service requests.
- We have obtained your consent (e.g. where you contact us with a query).

### Who does Aquatech share my personal information with?

Aquatech needs to share information with certain selected third parties in order to operate our business:

- When you train with us, we pass your information to PADI to register your qualification and issue your certification cards.
- Our mailing list system is run using MailChimp and we share a limited subset of your information with MailChimp, your email address, name, telephone number and birthday (day and month but not the year) along with what courses and holidays/trips you may be interested in.

- We provide information to other service providers acting on our behalf (for example to companies that provide accountancy services), as well as to those third parties involved in the delivery chain (for example freight forwarders, couriers and delivery companies). On occasion, we may also share personal information with our professional and legal advisors

Aquatech may also disclose personal information in cases where we believe the disclosure is necessary to protect the rights, property or personal safety of Aquatech, our customers, employees or the public, or where we are otherwise legally permitted to do so.

### Where does Aquatech store my personal information, and how long for?

Aquatech holds all digital customer personal information on internal disk and secure cloud storage. Physical records are held in filing cabinets in the dive centre. We retain physical records of your training for at least seven years in line with PADI requirements and legislation.

Some information we have shared with PADI is available online, but only to PADI professionals to support your diving and training.

We keep your personal information for as long as we need it for the purposes set out above, therefore this period will vary depending on your interactions with us. For example, where you have made a service request with us, we will keep a record of your purchase for the period necessary for invoicing and tax purposes. We may also keep a record of correspondence with for as long as is necessary to protect us from a legal claim.

### What does Aquatech do to protect my personal information?

In order to ensure the security and protection of your personal details whenever you submit any sensitive information such as personal information that could be deemed as sensitive, we use the following security methods:

- Sensitive information is stored on our in-house systems and secure cloud storage.

### How does Aquatech use my personal information for marketing?

Aquatech records which courses you take with us and other PADI centres, so we can send you invitations to courses, holidays, trips, special offers and events that we believe will be relevant to you. Club members receive early notification of holidays, trips and club events as well as discounts in the shop.

### How can I access, update, correct or delete my personal information?

You can review your information in MailChimp by clicking the link at the foot of the emails. You can choose to modify or delete data about yourself or leave the list entirely.

You can view and edit your Personal Profile information, held by Aquatech, at any time by emailing or writing to Aquatech directly.

Under UK data protection law, you have the right to access (including in a machine-readable format), correct, and request the erasure of your personal data, and Aquatech will comply with any requests to exercise these rights in accordance with applicable law. Please be aware, however, that there are a number of limitations to these rights, and there may be circumstances where we are not able to comply with your request.

## Contact Us

If you wish to contact Aquatech directly to discuss any of the matters outlined above please contact us:

By Post:	By Email:
Aquatech Diving School Unit 13 Enterprise Centre Two Chester Street Stockport SK3 0BR	enquiries@aquatechdivingcentre.co.uk

You are also entitled to contact the UK Information Commissioner's Office if you have any questions or concerns regarding your personal information.

## Updates to this Privacy Statement

We may change this privacy statement from time to time in order to reflect changes in the law, regulatory guidance or our data privacy practices in compliance with the law. When this happens and where required by law, we will provide you with a new or an updated notice detailing how the use of your personal information is changing and, if necessary, obtain your consent for the further processing.