

Surf Sheffield Privacy Policy

Effective 18 October 2020

This policy sets out the basis for how we process the personal data that you provide us with.

This policy aims to be succinct, clear and intelligible.

Under Data Protection Act 1998, the data controller is:

Surf Sheffield
1 Townsend Street
Sheffield
S10 1NJ
United Kingdom

By booking, purchasing or becoming a member, thorough this website, you agree to the transfer, storing and processing set out in this policy. We will take reasonable steps to ensure data is protected, in accordance with this policy.

Information we collect and why we collect it:

When you become a member, purchase or book with us, we require personal information in order to process this. The information we require includes name, email address, telephone number, date of birth. We may also request information such as car capacity and t-shirt size, which helps us to organise trips and order products. We need to collect this information so that we know who is a member, ensure that you are not a under-18 and can contact you when necessary. Sometimes, we may also request information to do with allergies, disabilities and medical conditions, for your own health and safety.

Other circumstances when we might collect personal information:

If you sign up to receive newsletters, promotional emails or other correspondence (provided you have actively opted-in to receive such correspondence).

If you contact us, via email telephone, or otherwise.

If you enter a competition, survey or promotion by us.

Transfer of your Information:

Sometimes, when you make a booking with us, we will need to pass your information on to a relevant third party. For example, we run our trips through external surf camps, who will require information such as your name, email and date of birth.

How we use your information:

- To communicate with you regarding your booking or other purchase;
- To carry out our obligations arising in connection with any contracts entered into between you and us, or between you and a third-party supplier;

- To notify you about changes to our service;
- For improving the quality of our service and the products offered via this website;
- For internal research/analysis and customer profiling;
- For resolving complaints and dealing with disputes;
- For preventing and detecting fraudulent or criminal activity;
- For debt collection or credit vetting.

Marketing Use:

If you do not opt-out of marketing services, we may contact you with offers, via email.

You have the right to ask us not to use your data for marketing purposes at any time.

Your right to access any personal data we hold:

You are entitled to ask us what personal data we hold, for what purpose and to whom it may have been disclosed.

The Data Protection Act (1998) gives you the right to check that your data is being processed lawfully, this can be done by contacting us, via email.

Data Security:

Transfer of data on the internet is not wholly secure. We make our best efforts to protect your data, but cannot guarantee security. You give us your personal data at your own risk. We will take reasonable steps to prevent unauthorised access. You are responsible for keeping your password confidential. Where payment transactions are processed, encryption technology is used.

Third Parties:

We may provide third parties with personal data, when it is necessary for us to fulfil the services required. Third parties may include: Surf Camps, Surf Schools, Hotels, Hostels, Bars and others.

Our website may contain third-party links, which are not covered by this policy. They will likely have their own privacy policies.

We may pass on personal information to government or public authorities, when we are legally required to do so.

Cookies:

Our website does not use cookies.

On-sight advertising and behavioural advertising:

We collect analytics on users of our website, for the purpose of expanding our audience. We do not have on-sight advertisements.

Changes to our Privacy Policy:

Any changes to our privacy policy will be updated to this document. Please check back frequently to see any changes.

Contact

Questions and comments regarding our privacy policy can be made to surfsheffield@gmail.com