

## **PHSS Privacy Policy**

PHSS is committed to supplying you with the best possible information and to protecting your privacy. In order for us to do this we will occasionally require you to supply us with some personal information and this privacy policy explains how we handle this information.

### **Personal Data**

PHSS will not share your details with anyone else unless agreed i.e. preferred training partners and the RYA for all centrally held records and unless required to do so by law. By making an enquiry with us, or buying any goods or service from us, you agree to us holding your information on electronic and/or paper file and to us contacting you with future offers, news and product information. You may at any time inform us by email or in writing, that you no longer want to hear from us.

You have the right to access your information at any time and alter it or remove it if required. GDPR information is available on the website in detail.

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## **PHSS - General Data Protection Regulation Policy (GDPR)**

### **Background**

This statement describes how Poole Harbour Sea Survival (PHSS), the data controller, collects, uses and protects your information in accordance with the requirements of the EU General Data Protection Regulation 2018, commonly referred to as GDPR.

### **How we collect your information**

The information we hold about you comes from the way you engage with us; electronic communication, email, booking form, postal, face to face or via the telephone. We collect your information from the information submitted, provided as above, supplied by you (or your employer, another person booking on your behalf) to enable us to deliver services to you, during our business transactions and correspondence.

We may also obtain your information from other sources i.e. instructors, preferred training providers, who we work with, who have referred you to us following an enquiry or recommendation.

### **Lawful Basis for collecting data**

The booking form is a Contract between you and PHSS. There is a Legitimate interest in requesting the information to process our services to you i.e. issue certification or register you with the RYA. Your Vital interests are considered with the medical information declared. This is because of the physical nature of some of the services we provide e.g. sea survival practical session, first aid recovery position and being at sea on a boat. If you believe you may require some special consideration eg a disability, illness or a medical condition please inform PHSS. It may not necessarily prevent you from you from taking part and we aim support your needs during the service we provide. You may need to consult your doctor if you have any doubt over your fitness to take part in any practical aspect.

You Consent for PHSS to contact you and to pass appropriate information to others i.e. RYA for certification, preferred training partners for your specific needs. You can opt-out of such contacts at any time by emailing [phss.office@btinternet.com](mailto:phss.office@btinternet.com)

### **The type of information we hold**

The personal information we hold will include name, date of birth, address, contact telephone numbers, email address, emergency contact details, medical condition/s, swimmer, weak or non-swimmer to help protect

you. We will keep a record of the service provided by us ie course type and date, for future reference and if needed re-issuing certification where applicable, audit and inspection.

On the day the service/s are delivered by PHSS, any Medical Information and Emergency Contact details must be accurate. You must inform your designated emergency contact of their role and that their name and number will be held by PHSS. It will only be used by PHSS for an emergency. You and the emergency contact Consent to PHSS using this information provided for the period of the service and to be held for reference.

### **How we use your information**

We process personal data to: Provide you with information you have requested: Deliver the services you (or your employer, another) has requested and to keep an internal record.

We also use this personal data to improve our products and services, i.e. feedback forms, if not completed anonymously, which is also required for audit purposes for PHSS and individual employee development. Occasionally we may contact you about other PHSS services and offers that we believe may be of interest to you e.g. newsletters, updates, events etc. and contact you for market research purposes.

You can opt-out of such contacts at any time by emailing [phss.office@btinternet.com](mailto:phss.office@btinternet.com)

### **Who we will share your information with**

We will not share personal information about you with external third parties without your consent unless the law requires us to.

- We will share appropriate information with the PHSS team, instructor/s, lifeguards, and any relevant persons involved to meet your requirements from PHSS. Particularly where vital and medical information is an important safety aspect i.e. physical demands of the practical sea survival training.

We are required, by law, to pass on some of this personal data to:

- Our suppliers who are involved in delivering the supply chain, for example the RYA for all centrally held records: To enable access to your online course we need to share some of your personal data with the RYA via your user profile in [www.ryainteractive.org](http://www.ryainteractive.org) On successful completion of various RYA courses your name, contact details, date of birth, certificate number and date of issue will be shared with the RYA through a secure web portal on [www.rya.org.uk](http://www.rya.org.uk). The data will be stored on the RYA's central database. This information allows the RYA to record your qualification, to update any records they may hold for you, and to verify or replace your certificate if required. For further information on how the RYA will deal with your data, please see the RYA's privacy policy at [www.rya.org.uk/go/privacy](http://www.rya.org.uk/go/privacy).
- For E-learning your name and email address will be entered on [www.ryainteractive.org](http://www.ryainteractive.org) to create your user account. On your first access to the site, you will be asked to enter your address and date of birth. You will have access to the site for one year to complete your online course. During this period, your personal information will be held on the website by Learning Pool and be available to this training centre and the RYA for the purpose of managing your course.

Instructional support will be provided by this training centre for a period of 6 months from the date of your course booking.

After one year from the date of your enrolment on the course, your user account will be removed from [www.ryainteractive.org](http://www.ryainteractive.org) Full details of how the RYA will deal with your personal information will be displayed when you first access the interactive website.

On successful completion of your course (if not certified as above) your name, certificate number and date of issue will be stored by PHSS for up to 7 years i.e. as required by the RYA. This information allows us to verify or replace your certificate if required.

Our suppliers, third parties who are involved in delivering the supply chain, certification also include the MCA as the UK Maritime Authority. For our preferred training partners, nothing will be passed without your consent. Usually it is your name and email address to establish contact direct i.e. to Fire Aid, Jetski Safaris, Poole Sailing to meet your needs. There may be other training partners depending upon your enquiry.

### **Storing your information**

Your personal information will be stored on systems owned or operated by PHSS and will only be stored inside the European Economic Area (EEA), or a country approved by the EU. We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Within PHSS your information will be stored on our secured systems in accordance with the PHSS Information Security Policy. If we ever detect any sort of data breach relating to your personal data, we will inform you of the event and actions needed and taken by PHSS.

### **Retention**

We will retain your personal information in accordance with legal and regulatory requirements. You can request your information be deleted, and if we can we will but sometimes we must maintain records containing your personal information, for legal reasons. If you do not want your details to be stored we will be able to delete information however, PHSS nor the RYA or MCA will be able to replace or verify your certificate in the future if a replacement is needed.

### **How you can update and access your information;**

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible and we will correct any information to be current and accurate.

If you would like a copy of your information we hold about you, please email ; [phss.office@btinternet.com](mailto:phss.office@btinternet.com)

### **How we will tell you about future changes to this Privacy Statement**

Any changes we make to our Privacy Statement will be put on our website. Please check for updates from time to time, so you are always fully aware of what information is collected and how it is used.

### **How to contact us**

If you have any questions or concerns about our use of your personal information, please email [phss.office@btinternet.com](mailto:phss.office@btinternet.com) Tel: 01202 690505 or write to PHSS Ltd, 95 Pilsdon Dr, Canford Heath, Poole, Dorset, BH17 9HT.

### **Your Rights**

If you have a complaint contact PHSS immediately to resolve the issue. The RYA, MCA may contact you when necessary for quality assurance of training and standards and in an investigation of a complaint or incident. In these instances, the information is used solely for the requested purpose and is not entered on to a central database. The RYA, MCA, MAIB will inform you of their policy.

If you are not happy how we are using your information or how we have responded to your request, you have the right to complain to the Information Commissioner's Office at [www.ico.org.co.uk](http://www.ico.org.co.uk).

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Use of cookies**

We may use cookies and similar technologies on our website. Cookies are small text files that may be stored on your computer or mobile device when you visit our website. Cookies do many different things, such as letting you navigate between web pages efficiently and remembering your preferences. We do not use cookies to track your use of our site, to make decisions about you or to send you marketing information electronically.