



## GDPR Privacy Policy –

### Privacy Policy

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This Privacy Policy sets out how we, DPD Coaching Services and Whizz Kids Holiday Club, including our franchise partners and licensees, obtain, store and use your personal information.

By using our services and website, <https://www.dpdcoaching.co.uk/> or <https://www.whizzkidsclub.co.uk> , you agree to the use and treatment of your personal information in accordance with this Privacy Policy.

#### How we collect or obtain personal information about you

In order to register and receive or use any of our services, including those on our website, you need to give us some personal information. We will hold this information for as long as it is needed for the service you have requested and remove it when that purpose has been met or in line with our governing bodies rules.

In the case of an online information service, such as email alerts, we will remove your details if you inform us that you no longer wish to continue to receive the service.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances.

- Course booking: to perform a task in the interest of the candidate.
- Legal obligation: to comply with the law (not including contractual obligations).
- Contract: for a contract with you, or because you have asked us to take specific steps before entering into a contract.
- Vital interests: to protect someone's life.
- Legitimate interests: to protect the interests of the DPD Coaching Services and Whizz Kids Holiday Club, including our franchise partners and licensees, or someone else unless there is a good reason to protect your data which overrides those other interests.
- Consent: you have specifically agreed to our use of your data and we have no other legal basis for processing it
  - when you fill in a form on our website
  - when you contact us by phone, email or in writing
  - when you use post or react to our social media channels
  - when you order goods or services from us

## How we collect anonymous information about your behaviour

We indirectly collect anonymous information about you to get a general idea of how our website is performing, this information is not linked directly to you but third party services outside of our control may use this to profile your activities and provide relevant advertising in other platforms. This may occur at any time while you are browsing our website.

## Cookies

Cookies are small packets of information stored on your device used to keep a record of your history while using a particular website. This could be used to tailor page content to your past behaviour, to keep hold of information that lets us know if you've logged in, or to let us know what items you've added to a shopping cart. The cookies under our control are only visible to you and to our website.

While you are free to disable cookies on your browser, doing so may impact the functionality of this and other websites you visit and as such is not recommended.

## Third Party Cookies

We use other services to help us to deliver our website, and they may also store cookies on your device to display personalised content or to gather statistics while you are visiting our website. We'll list those in detail and give a brief overview of why and how we use them below.

## Contact Forms

Information you submit to us on a contact form will be sent by email to our staff, and will remain stored on the website or within backups for a maximum of 90 days just in case the email doesn't get to us. If we intend to retain information for marketing purposes we'll ask you first and give details on the form.

## **Third Party Analysis Tools**

We use the following third party services to track and monitor visitor flows and behaviour.

### **Google Analytics**

Google analytics provides us with detailed web statistics and real time monitoring to help us measure the performance of our web site. Google's privacy policy is available in full at <https://www.google.com/policies/privacy/>

### **Social Media Services**

Some pages of our web site may connect with the following social media services. These may use third party cookies to connect with your own account to provide personalised content.

## Facebook

We use functionality from Facebook to display personalised content, or to allow you to share content with your friends. We do not have any direct access to information relating to your facebook account. For detail on Facebook's privacy policy please visit <https://www.facebook.com/privacy/explanation>

## Twitter

We use functionality from Twitter to display personalised content or to allow you to share content with your followers. We do not have any direct access to personal information relating to your Twitter account. For detail on Twitter's privacy policy please visit <https://twitter.com/en/privacy>

### Email Communication Services

We use the following third party services to send email, so they will indirectly have access to a portion of your activity and some of your personal details. Once an email leaves systems we use directly, it may be routed through any number of others systems.

### MailChimp

Mailchimp provides a means for our web site to send email to staff and visitors, as such information will be passed through their services. Email content is retained for logging purposes for a short time. Mailchimp privacy policy can be reviewed in full at <https://mailchimp.com/legal/privacy/>

### Your rights

- To request access to your personal data.
- To request correction of our records.
- To request removal of data or limit our use of it - This right is not absolute and we may not be able to comply with your request. You have a right to have personal data erased and to prevent types of data processing in the following specific circumstances.
  - Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed.
  - When you withdraw consent we have relied upon.
  - When you object to the processing and there is no overriding legitimate interest for continuing the processing.
  - The personal data was unlawfully processed.
  - The personal data has to be erased in order to comply with a legal obligation.
  - The personal data is processed in relation to the offer of information society services to a child.
- To object to processing - In some cases, we may need to explain that we have good grounds to continue to process your information.

- To data portability - This right allows individuals to obtain and reuse their personal data for their own purposes for different services. This only applies to personal data provided by you, with your consent or for the performance of a contract, and when processing is automated.
- Not to be subject to automated decision-making, including profiling - This right only applies where the decision is based on automated processing and we do not undertake any automated decision-making, including profiling.
- To withdraw consent (when this is the only basis for our use of your data).

### Who we share your information with

Your personal information may be shared with internal departments of DPD Coaching Services and Whizz Kids Holiday Club, including our franchise partners and licensees, or external organisations and agencies involved in delivering services on our behalf.

Statutory services such as education may involve collecting, using and sharing sensitive personal data as defined by the GDPR. We do not disclose or share sensitive or confidential information without your explicit consent, except in a small number of situations where:

- disclosure is required by law
- we have good reason to believe that failing to do so would put you or someone else at risk of harm.

You may decide you do not wish your personal information to be collected or shared, or may wish to set conditions on our use of it. In such cases we may not be able to provide the service you require, or may only be able to provide it in a limited way. There are occasions where we have a legal obligation to collect or use personal information without consent.

We may use personal information to identify individuals who need additional support during emergencies or major incidents, for example, in an emergency evacuation.

### Data security

We have put in place security measures to prevent your personal data from being lost, used or accessed in an unauthorised way, altered or disclosed inappropriately.

We also limit access to your personal data to those employees, agents, contractors and other third parties who have a need to know in order for our service to be provided. They will only process your personal data on our instructions and are subject to a duty of confidentiality.

We have procedures to deal with any suspected breach of the rules about personal data and will notify you and the regulator of a breach where we are required to do so.

### **CCTV**

DPD Coaching Services and Whizz Kids Holiday Club, including our franchise partners and licensees, uses CCTV for the detection and prevention of crime.

## Electronic communications

We reserve the right to monitor and record electronic communications (website, email and phone conversations) for the purposes of keeping records, staff training, detection, investigation and prevention of crime.

- Phone conversations - We will inform you if your call is being recorded or monitored.
- Email - Emails that we send to you or you send to us may be kept as a record of contact and your email address stored for future use in accordance with our record retention policy. If we need to email sensitive or confidential information to you, we will perform checks to verify the correct email address and may take additional security measures. If sending us such information we recommend using our secure online forms where we provide them, or the postal service.
- Website - Our website does not store or capture personal information of visitors using the site through general public access, but it does log visitors' IP addresses. Cookies are not used for the general running of our website, but are used to enable requested services. Using our website confirms your acceptance of [our use of cookies](#).

## Equality data

We may use equality data such as ethnic, gender, sexual orientation and age information to compile statistics in order to comply with equality legislation and assist in planning services.

Such data does not identify individuals or affect anyone's entitlement to services.

## Our Details

Our company name is DPD Coaching Services which incorporates Whizz Kids Holiday Club and we operate from Woodbrooke Farm, Toat Lane, Pulborough, West Sussex, RH20 1BX, United Kingdom. You can contact us directly via our web site, via email at [mail@dpdcoaching.co.uk](mailto:mail@dpdcoaching.co.uk), [www.whizzkidsclub.co.uk](http://www.whizzkidsclub.co.uk) or via telephone on **01798 873077**.

## Questions or Complaints

We have appointed a data protection officer (DPO) who is responsible for overseeing issues in relation to this privacy notice. If you have any questions about this privacy policy, please contact us through the channels listed above.