



## GDPR PRIVACY POLICY

Effective date: 23<sup>rd</sup> May 2018

Kangoo Club Southend is committed to protecting the privacy and security of your personal information, such as your name, surname, address, telephone number, email, date of birth, medical issues, emergency contact name and their telephone number. The information you share with Kangoo Club Southend allows us to provide you with the best experience with our products and services. This privacy notice explains our collection, use, disclosure, retention, and protection of your personal information. Kangoo Club Southend only collect personal information from you when you use our services. All this personal information, such as a way to identify you, is necessary to enter into our Assumption of Risks and Waiver of Liability Agreement.

Kangoo Club Southend may also collect personal information from other sources, as described below:

- Financial information (such as credit card or bank account numbers) in connection with a transaction to pay for our services or equipment used
- Postage, billing and other information used to purchase or send an item
- In some instances, when you use our services, you may provide age, gender, interests and favourites, health issues etc.
- You may also provide us other information through social media, by updating or adding information to your account, through your participation in community discussions, member-to-member communications, chats, or when you otherwise communicate with us regarding our Services
- Additional information we are required or authorised by applicable national laws to collect and process in order to authenticate or identify you or to verify the information we have collected
- Social media sites may give Kangoo Club Southend automatic access to certain personal information retained by them about you (e.g., content viewed by you, content liked by you, comments, places you have been, etc.). If you provide us with access to any site with video content, then you agree that we can share your video viewing with, or obtain information about your video viewing from, third-party social media sites for at least two years or until you withdraw authorisation or connection to the social media site. You control the personal information you allow us to have access to through the privacy settings on the applicable social media site and the permissions you give us when you grant us access to the personal information retained by the respective social media site about you. By associating an account managed by a social media site with your account and authorising us to have access to this information, you agree that we can collect, use and retain the information provided by these social media sites in accordance with this privacy notice.
- If you give Kangoo Club Southend personal information about someone else, you must do so only with that person's authorisation. You should inform them how we collect, use, disclose, and retain their personal information according to our privacy notice

Kangoo Club Southend use your personal information to fulfil the collaboration with you and provide you with our services, to comply with our legal obligation, protect your vital interest, or as may be required for the public good. This includes:

- To provide payment processing, operate, measure and improve our services, keep our services safe, secure and operational
- To contact you regarding upcoming classes, events etc., to collect fees or monies owed or as otherwise necessary to provide you customer service
- When contacting you for such purposes as outlined above, we may contact you via mobile phone, SMS/text messages, postal mail, email or via social media
- To provide other services requested by you as described when we collect the information
- To prevent, detect, mitigate, and investigate fraud, security breaches or other potentially prohibited or illegal activities
- To enforce our Assumption of Risks and Waiver of Liability Agreement, this privacy notice, or other our policies

- Contact you via email, postal mail or social media in order to offer you coupons, discounts and special promotions, poll your opinions through surveys or questionnaires and inform you about our services, as authorised by applicable law

Keep in mind, Kangoo Club Southend **does not** sell, rent, or otherwise disclose your personal information to third parties for their marketing purposes or otherwise without your consent. However, we cannot guarantee the privacy or security of your personal information once you provide it to a third party yourself. Kangoo Club Southend protects your personal information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorised access, disclosure and alteration.

Your personal data will be safely stored by Kangoo Club Southend and their service providers in accordance with applicable data protection laws to the extent necessary for the processing purposes set out in this Policy. We will keep your personal data as long as you are our customer and at least two years afterwards or longer for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our policies. The data will be deleted in a secure manner after the relevant limitation or retention periods have expired. You can **withdraw your consent** to the processing of your personal data by us at any time. As a result, we may no longer process your personal data based on this consent in the future. You have the right to obtain **access** to your personal data that is being processed by us. You have the right to obtain from us without undue delay the **rectification** of inaccurate personal data concerning you. You have the right to obtain from us the **erasure** of personal data concerning you, unless processing is necessary for exercising the right of freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or for the establishment, exercise or defence of legal claims. The right to erasure may be limited by national law. You have the right to obtain from us **restriction of processing** to the extent that the accuracy of the data is disputed by you, the processing is unlawful, but you oppose the erasure of the personal data, we no longer need the data, but you need it to assert, exercise or defend legal claims or you have objected to the processing. You have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller ('**right to data portability**'). If your personal data is processed on the basis of legitimate interests, you have the **right to object** to the processing of your personal data on grounds relating to your particular situation. This also applies to profiling. If your personal data is processed by us for direct marketing purposes, you have the right to object at any time to the processing of your personal data for such marketing, which includes profiling to the extent that it is related to such direct marketing.

If you have a question or a complaint about this privacy notice or our information handling practices, you can reach Kangoo Club Southend in writing at: 18 Rubens Close, Southend on Sea, SS3 9TF, UK or email [kangooclubsouthend@gmail.com](mailto:kangooclubsouthend@gmail.com)