

OUR PRIVACY/GDPR POLICY

Introduction

This privacy policy explains how Bounce Rebound Therapy uses personal information that we collect about you. Please note that all data thus captured will be used and held in accordance with the requirements of the Data Protection Act 1998 and the General Data Protection Regulations (GDPR).

If you have any requests concerning your personal information or queries with regard to these practices, please contact Iain Dawson on 07799707852.

When would we collect personal information?

Bounce Rebound Therapy may collect personal information that we receive when: -

- You use our website(s)
- You consent to a clinical assessment
- You sign up (paper form, online etc.) to one of regular sessions
- You enter an event we are promoting (including entry via other organisations online systems if in use)
- You attend a training course that we organise/deliver
- You participate in any other activity that we are organising
- You use any of our services that we provide
- You contact us by phone, email or through social media
- You work for us
- You volunteer for us at an event or in another capacity
- You supply services to us
- You send us your CV or apply to work for us

What information will we collect?

We may collect the following types of information: -

- Your name, address, email address, telephone number(s) and other contact details
- Medical information (to safeguard your well-being during sessions/training/events/other activities)
- Emergency contact information
- Information collected via online entry systems
- Information required to provide you with a service

- Clinical notes for assessment or attendance at regular sessions
- Details of our services that you have used
- Your company's name, your position within the company, the company's address, email address and telephone number
- Information collected through your use of our website(s)
- Information collected through direct interactions on social media
- Details of any enquiry or complaint you make to Bounce Rebound Therapy
- All communications to and from you by email or post

Do we collect information from our website(s)?

We use cookies on our website and also may use tools such as Google Analytics or StatCounter etc.

How will we use information about you?

We will use and store the information that you provide in order to: -

- Invite you to activities or events that you might find of relevance/interest
- Provide you with information on products and services that you may request from us
- Enhance or improve customers' experience of our products and services and our website(s)
- To track progress during assessment periods or regular session attendance
- Give you a quotation for one of our products or services
- Inform you of suitable job opportunities or invite you to interviews
- Improve and develop our services
- Protect security e.g. to check your identity when you use our services
- Create and analyse sales performance statistics
- Undertake marketing including email newsletters, but only if you have given us explicit consent to do so
- Comply with any regulatory requirements.

Who will we share you information with?

We will only disclose your personal information to third parties: -

- So that you can receive appropriate medical treatment at an event/activity organised by Bounce Rebound Therapy should this be required
- In the event that we sell or buy any business or assets, in which case we may need to disclose your personal data to the prospective seller or buyer of such business or assets

- If Bounce Rebound Therapy, or substantially all of its assets, are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- We will not share clinical information/records except in the case emergency health care is required or you (or your carer) has given consent.

What are my rights?

You have the following rights: -

- To be informed about how we obtain and use your information
- To ask for a copy of the information that we hold about you
- To have your information corrected if you inform us of any incorrect details
- To request to have your information erased (the Right to be Forgotten)
- To object to the processing of your information
- To have information you provided to us, returned to you, in a machine-readable format
- To withdraw your consent to the processing of your information, at any point
- To object to any decisions based on the automated processing of your personal data
- To lodge a complaint with the Information Commissioners Office (ICO)
- If you would like to use any of these rights please contact us to discuss

How long do we keep personal information?

Bounce Rebound Therapy will only retain personal information for as long as it is needed in order to carry out a particular purpose or meet a particular obligation.

We regularly review our records to ensure that we only retain your personal information for as long as is necessary for the purposes set out in this Policy.

Keeping personal information accurate

Bounce Rebound Therapy will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, we rely on customers to ensure that some of the information held about them is accurate and up-to-date. We encourage customers to inform us of any

changes to their information as appropriate (i.e. if entered into an event and subsequently moving house or changing your telephone number etc.).

Marketing preferences

A customer may allow Can Bounce Rebound Therapy to provide them with information about events, products and services from us that may be of interest to them. We will only do this where a customer has agreed to receive such information.

The marketing channels used may include all means of communication e.g. email, post, phone, SMS text message and other electronic means. If electronic channels (i.e. email, SMS) are to be used this will be specifically stated when we collect your details.

Bounce Rebound Therapy will not share personal data for any commercial or marketing purpose unrelated to its products and services without asking you first, or where the law requires us to share it. We do not rent or sell our customer lists to any third-party organisation

Changing your marketing preferences

You can change marketing preferences at any time through the link provided at the bottom of our marketing emails. If you choose to Unsubscribe, that means that you no longer wish to receive marketing communications from us, and we will comply with that request immediately.

You can also email us if you wish to change you preferences or be removed from our mailing lists.

Access to Personal Information

We provide customers with access to their personal information and the opportunity to amend and update their details or preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate. This can be achieved by contacting us by email. You have the ability to unsubscribe from future communications by replying to any email with the word Unsubscribe in the subject line. You can also write to Iain Dawson, Bounce Rebound Therapy, 3 Church Farm Barns, Wymondham Rd, New Buckenham, Norwich, Norfolk, NR16 2BG.

You can also request a copy of your personal information by writing to the above address.

Requests must be made in writing; there is no fee for doing this. Proof of identification is required in order to provide and protect your information. We also require sufficient details to be able locate your information. For example, dates and details of the websites, products or services that you have used. An optional application form may be provided to assist us in locating the information you require.

Security and storage of information

The security and storage of your personal information is very important to us. The personal information we collect from you is stored by us on secure servers, protected through a combination of physical and electronic access controls, firewall technology and other security measures. We have put in place measures to guard against unauthorised or unlawful processing and against accidental loss, destruction or damage.

Any clinical information/records will be maintained using a secure encrypted patient record system.

Although we use market-standard security software to protect your personal information, we cannot guarantee the security of your data transmitted by you to our website or via entry system websites; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Use of cookies

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. Find out more about cookies on www.allaboutcookies.org.

We may use cookies to identify you when you visit this website and to keep track of your browsing patterns and build up a demographic profile.

Most browsers will allow you to turn off cookies. If you want to know how to do this please look at the menu on your browser, or look at the instruction on www.allaboutcookies.org.

By continuing to use this site you are agreeing to the use of cookies as detailed above. See our cookie policy for more details.

Other sites and social media

Our website includes links to other sites. We make every effort to provide links to high quality, reputable sites but are not responsible for their privacy practices, site content, or the services they offer. If you follow a link from our website to another site or service, this Privacy Policy will no longer apply. We are not responsible for the information handling practices of third part sites or services, and we encourage you to read the privacy information notices appearing on those sites or services.

Will this policy change over time?

We may change, modify or adjust this Privacy Policy from time to time. However, we will not reduce your rights under this Privacy Policy. Any changes we make to our Privacy Policy will be found on our website. Copies are available from us by post upon request. Please contact us if you require a copy. This privacy policy was last updated May 2019.

How do I contact you about a data protection/GDPR issue?

We take your privacy, and protection of your personal information very seriously. If you have any questions, comments or queries about the way we are collecting or using your personal information, please contact the Data Protection Officer Iain Dawson, Bounce Rebound Therapy, 3 Church Farm Barns, Wymondham Rd, New Buckenham, Norwich, Norfolk, NR162BG.

What do I do if I have further concerns?

If you have a concern about the way in which we are collecting or using your personal information, you may also contact the Information Commissioners Office directly at <https://ico.org.uk/concerns>.