

Privacy Policy

Hayley Webb Mountain Adventures requires a completed booking form for every participant, per activity. The booking form will ask for active consent from every client for this data. This will include:

- Name
- Date of Birth
- Telephone Numbers of yourself and participant booked for
- Name and contact details of emergency contact.
- Medical information such as allergies, medication, illnesses or treatments that may be relevant to the activities for which you are booking
- Photo and social media consent

The completed booking forms will be sent to via electronic means or post and are stored securely. During the booked activity, the following information is shared electronically with the instructor (if not with Hayley Webb) to ensure it can be referenced during the activity and in the case of a medical emergency:

- Client name and contact number
- Next of kin name and contact number

Medical information pertinent to the activity being undertaken

Once the activity or course is completed the instructor will delete this information from their electronic device.

Why this information is collected and how it is used

Your data is used:

- to provide you with the services for which you have contracted us
- to ensure appropriate medical treatment is provided or sought
- to ensure that any dietary needs including allergies are met
- to assess the quality of our services
- to comply with the law regarding data sharing
- where explicit consent is given, we may use images and or video footage on our web site or social media networks

The lawful basis upon which this information is used by Hayley Webb Mountain Adventures

We process client data in line with legislation. Article 6 of the GDPR sets out the legal bases for processing personal data. We rely on the following reasons:

- Consent - the client has given us clear consent to process their personal data for a specific purpose
- Contract - the processing is necessary for a contract we have with the client
- Legal obligation - the processing is necessary for us to comply with the law (not including contractual obligations)
- For the purpose of our legitimate interests
- The lawful bases for processing Special Category Data (medical data) are set out in Article 9 of the GDPR. We rely on the following bases:

The individual has given explicit consent to the processing of their personal data for one or more specified purposes.

Collecting client information

Whilst the majority of information you provide is necessary for us to provide you with the services you have requested, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain client information to us or if you have a choice in this. In the case of booking forms, asterisked entries are required. Non asterisked are voluntary.

Storing client data

Your data is stored on secure computers and occasionally in paper records which are secured physically. We are legally required to store personal data about you after your course or activity has finished. To meet these obligations, we hold client data for a period of 6 years before securely destroying it. This is for the eventuality that you wish to bring a claim against Hayley Webb, for which you have three years to do so.

Who we share client information with

We will share contact and relevant medical information with instructors contracted to Hayley Webb and who are working with you on your course or activity. Other than to meet legal or regulatory obligations your information will not be shared with any external bodies or organisations.

Requesting access to your personal data

Under data protection legislation, clients have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your data, please contact us directly.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way your personal data is collected and stored by Hayley Webb, we request that you raise your concern directly to us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>