

## **I-Kick Online Academy Privacy Policy**

I-Kick Martial Arts Online Academy is committed to respecting and protecting our members privacy.

I-Kick Martial Arts Online Academy understands that your personal data is entrusted to us and appreciates the importance of protecting and respecting your privacy. To this end we comply fully with the data protection law in force in the UK ("Data Protection Laws").

This Privacy Policy sets out the basis on which we collect and process personal data about you including our practices regarding the collection, use, storage and disclosure of personal data that we collect from you and/or hold about you, and your rights in relation to that data.

Please read the following carefully to understand how we process your personal data. By providing your personal data to us or by using our services, website or other online or digital platform(s) you are accepting or consenting to the practices as described or referred to in this Privacy Policy.

For the purpose of Data Protection Laws, the data controller is I-Kick Martial Arts Ltd with registered address at: 23, St James Ave, East Kilbride, Glasgow G74 5QD

When we refer to 'we', 'us' and 'our', we mean I-Kick Martial Arts.

### **What personal data may we collect from you?**

When we refer to personal data in this policy, we mean information that can or has the potential to identify you as an individual. Accordingly, we may hold and use personal data about you as a customer or in any other capacity, for example, when you visit our website, complete a form, access our services or speak to us. Depending on what services you receive from us this may include sensitive personal data such as information relating to your health.

Personal data we collect from you may include the following:

- information that you give us when you enquire or become a customer or apply for a job with us including name, address, contact details (including email address and phone number)
- the name and contact details (including phone number) of your next of kin / emergency contact
- details of any correspondence we may have had with you

- details of services you have received from us
- information obtained from customer surveys, promotions, events and competitions that you have entered or taken part in
- recordings of calls we receive or make
- information about complaints and incidents
- information you give us when you make a payment to us, such as financial or credit card information
- other information received from other sources, including from your use of websites and other digital platforms we operate or the other services we provide

Where you have named someone as your next of kin and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.

Where you use any of our websites, we may automatically collect personal data about you including:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform,
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page.

The data that we request from you may include sensitive personal data (which may include children's data). By providing us with sensitive personal data, you give us your explicit consent to process this sensitive personal data for the purposes set out in this Privacy Policy.

## **When do we collect personal data about you?**

We may collect personal data about you if you:

- visit one of our websites
- enquire about any of our services

- register to be a customer with us or book to receive any of our services
- fill in a form or survey for us
- carry out a transaction on our website
- participate in a competition or promotion or other marketing activity
- make online payments
- contact us, for example by email, telephone or social media
- participate in interactive features on any of our websites.

## How do we use your personal data?

Your personal data will be kept confidential and secure and will, unless you agree otherwise, only be used for the purpose(s) for which it was collected and in accordance with this Privacy Policy, applicable Data Protection Laws, records retention periods and confidentiality guidelines.

We will only use your sensitive personal data for the purposes for which you have given us your explicit consent to use it, e.g. health information. Please note that, although we have set out the purposes for which we may use your personal data below, we will not use your sensitive personal data for those purposes unless you have given us your explicit consent to do so.

We may use your personal data to:

- enable us to carry out our obligations to you arising from any contract entered into between you and us including relating to the provision by us of services to you and related matter such as, billing.
- provide you with information, products or services that you request from us.
- provide you with information about products or services we offer that we feel may interest you.
- allow you to participate in interactive features of our services, when you choose to do so.
- notify you about changes to our products or services.
- respond to requests where we have a legal or regulatory obligation to do so.
- check the accuracy of information about you including information for insurance claims as well as part of any claims or litigation process.
- assess the quality of our services (including giving you the opportunity to complete customer satisfaction surveys) and any concerns or complaints you may raise, so that these can be properly investigated.
- to conduct and analyse market research.

- to ensure that content from any of our websites is presented in the most effective manner for you and for your computer.

## **The security of your personal data**

We protect all personal data we hold about you by ensuring that we have appropriate security measures in place to prevent unauthorised access or unlawful processing of personal data and to prevent personal data being lost, destroyed or damaged.

Any personal data you provide will be held for as long as is necessary having regard to the purpose for which it was collected and in accordance with all applicable UK laws.

All information you provide to us is stored securely. Any payment transactions on our website will be processed securely by third party payment processors. Where we have given you (or where you have chosen) a password that enables you to access certain parts of our website, you are responsible for keeping that password confidential. We ask you not to share a password with anyone.

The transmission of information via the internet cannot be guaranteed as completely secure.

At your request, we may occasionally transfer personal information to you via email, or you may choose to transfer information to us via email. Email is not a secure method of information transmission; if you choose to send or receive such information via email, you do so at your own risk.

## **Disclosure of your personal data**

In the usual course of our business we may disclose your personal data (to the extent necessary) to certain third party organisations that we use to support the delivery of our services. This may include the following:

- third party service providers for the purposes of storage of information and confidential destruction.

Where a third-party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under Data Protection Laws.

We may also disclose your personal data to third parties in the event that we sell or buy any business or assets or where we are required by law to do so.

## **What do we do with any non-personal information collected when accessing the website?**

Certain information which you submit may also be collected to enable us to better understand our customers, to improve our website, to inform general marketing and to help provide a better experience of our services. We may use cookies to do this.

## **Marketing**

If you have consented to our processing your personal data for marketing purposes, in accordance with this Privacy Policy, we may send you information (via email, phone or SMS) about our products and services which we consider may be of interest to you.

You have the right to ask us not to process your information in this way at any time. If you no longer wish to receive web based marketing information you can unsubscribe by emailing [info@i-kickonlineacademy.com](mailto:info@i-kickonlineacademy.com)

## **Accessing and updating your information**

The law gives you certain rights in respect of the personal data that we hold about you. In addition to your right to stop marketing, detailed above, below is a short overview of the most commonly-used rights. It is not an exhaustive statement of the law.

- With some exceptions designed to protect the rights of others, and subject to payment of a small administrative fee (currently £10), you have the right to a copy of the personal data that we hold about you.
- You have the right to have the personal data we hold about you corrected if it is factually inaccurate. If any of your personal data has changed, especially contact information such as: email address, postal address and phone number please get in touch with us by e-mail at [info@i-kickonlineacademy.com](mailto:info@i-kickonlineacademy.com) so we can ensure your personal data is kept up to date.

- If you want to exercise your rights in respect of your personal data, the best way to do so is to contact us by email at [info@i-kickonlineacademy.com](mailto:info@i-kickonlineacademy.com) with the Subject Matter stating Data Protection Request. In order to protect your privacy, we may ask you to prove your identity before we take any steps in response to such a request.

If you are not satisfied with how we handle your request, you can contact the Information Commissioner's Office on 0303 123 1113 or visit their website (<http://www.ico.org.uk>).

## Changes to our Privacy Policy

We keep our Privacy Policy under regular review and as a result it may be amended from time to time without notice. As a result, we encourage you to review this Privacy Policy regularly.

### Contact

If you have any questions in relation to our privacy policy, please email us at [info@i-kickonlineacademy.com](mailto:info@i-kickonlineacademy.com).