



Privacy Policy

Kent and Sussex Climbing Ltd.
Updated April 2025.

Kent and Sussex Climbing Ltd provides climbing coaching services.

We are the **Data Controller** responsible for personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Contact details:

Email: info@ksclimbing.co.uk

Registered address: 134 London Road, Southborough, Tunbridge Wells, Kent, TN40PL.

2. What Information We Collect

We may collect and process the following personal data:

Athletes (including under 18s)

- Full name
- Date of birth
- Contact details (email, phone number)
- Parent/guardian contact details (for under 18s)
- Emergency contact information
- Relevant medical information (for safety)
- Attendance and coaching records
- Competition entries and results
- Photographs and video (where consent is given)

Parents/Guardians

- Name
- Contact details
- Payment details
- Consent records



Coaches and Staff (if applicable)

- Contact details
- Qualifications
- DBS status
- Safeguarding training records

3. How We Collect Data

We collect data through:

- Online registration forms (via Jotform)
- Class registration and management (via ClassManager),
- Email or direct communication

4. Why We Process Your Data

We process personal data for the following purposes:

- Delivering coaching services
- Managing class bookings and attendance
- Ensuring athlete safety and welfare
- Managing emergency contact information
- Entering competitions
- Communicating important updates
- Processing payments
- Meeting safeguarding obligations
- Complying with legal requirements

5. Legal Bases for Processing

Under UK GDPR, we rely on:

- **Contract** – To provide coaching services
- **Legal obligation** – Health & safety and safeguarding duties
- **Legitimate interests** – Running a safe and effective coaching programme
- **Consent** – For photography, marketing, and optional communications

You may withdraw consent at any time.



6. Safeguarding and Sensitive Data

We may process limited sensitive data (e.g., health or safeguarding information) where necessary to:

- Protect athlete welfare
- Meet safeguarding responsibilities
- Respond to incidents

Safeguarding records are:

- Stored securely
- Accessed only by authorised personnel
- Retained only as long as legally required

We share safeguarding information only where legally necessary.

7. Use of Third-Party Platforms

We use secure third-party systems to manage data:

Jotform

Used for registration forms and data collection.

ClassManager

Used for class management, attendance, and administration.

These platforms act as **Data Processors**, processing data on our behalf in accordance with UK GDPR.

We ensure:

- Access is restricted to authorised personnel
- Strong passwords and security measures are used
- Data is not shared unnecessarily

We do not sell personal data.



8. Who We Share Data With

We may share relevant data with:

- Climbing walls (for participation requirements)
- Competition organisers
- National governing bodies (e.g., BMC)
- Emergency services (if required)
- Payment processors

We only share necessary information.

9. Data Retention

We retain data only as long as necessary for:

- Coaching services
- Safeguarding obligations
- Legal compliance
- Insurance requirements

Safeguarding-related records may be retained longer where required by law.

10. Photography & Social Media

Photographs or videos may be used for promotional purposes where consent has been provided.

- Full names of minors are not published alongside images.
- Consent may be withdrawn at any time.



11. Data Security

We take appropriate technical and organisational measures to protect personal data, including:

- Password-protected systems
- Restricted access
- Secure cloud platforms
- Locked storage (where applicable)

12. Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Request correction
- Request deletion (where legally permissible)
- Restrict processing
- Object to processing
- Withdraw consent

To exercise your rights, contact: info@ksclimbing.co.uk.

You also have the right to complain to the Information Commissioner's Office (ICO): www.ico.org.uk

13. Changes to This Policy

We may update this policy periodically. The most recent version will always be available upon request or on our website.