

## PRIVACY NOTICE AND FAIR PROCESSING SUMMARY PROTECTION AND USE OF YOUR INFORMATION

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- **YOU HAVE THE RIGHT TO KNOW** what data we collect from you, how we store and secure it, to access it, correct it and ask us to delete it.
- **WE ASK YOU FOR YOUR DATA** so that we can provide our products and services to you effectively and safely. Personal data enables us to process bookings from you, administer courses and clubs and enables you to climb safely in the centre. We only collect the information that is required in order to enable us to offer climbing related services in a safe and effective manner. Without this data, we may not be able to offer you access to some of our products.
- **WHAT DATA DO WE COLLECT?** We collect names, addresses, date of births, email addresses, emergency contact information and information to enable us to understand any particular medical or other needs that may impact how you access climbing experiences in the centre. We use photo identification for customers who are registered to climb with us at the centre.
- **YOUR CONSENT** will always be sought before we send newsletters, collect data about you as a registered climber or before we share your data with third parties
- **HOW DO WE COLLECT YOUR DATA?** We collect data about you when you give it to us directly (when you register with us, book an activity or communicate via email, phone or letter); when we obtain it indirectly through third parties (eg the ABC Training Trust); when it is available publicly or when you visit our website.
- **CHILDREN'S PERSONAL INFORMATION** we will always seek the permission of a parent/guardian when processing data relating to children who climb at the centre. If we register your child onto the NICAS scheme we will need to provide some personal data to the ABC Training Trust who administers the scheme nationally. For more information about their privacy policy please visit: <https://www.nicas.co.uk/privacy>

**The Quay Climbing Centre Limited ('The Quay') is committed to protecting customer privacy. Everyone working for the Quay Climbing Centre Ltd has a legal duty to keep your data CONFIDENTIAL.**

- **YOUR DATA IS STORED AND MANAGED** through our customer database, Rock Gym Pro. The database is stored locally (on servers at the Quay) and on servers located in the U.S. Offsite copies are used as back up in case of loss of data.
- **WE WILL ONLY KEEP YOUR DATA FOR AS LONG AS WE NEED TO** in order to fulfil the purposes we collected it for, including satisfying any legal, accounting or reporting requirements.
- **WE KEEP YOUR PAYMENTS SECURE** and process payments in two ways: 1) in the centre, using the Wold Pay credit/debit card processing system and; 2) through the secure Stripe Payment Processing system which we use for web based bookings and purchases. No credit/debit card information is held in our customer database.
- **CONTACTING US ABOUT DATA** is easy. Just email our Data Protection Controller/Manager is Alison Smith [alison@quayclimbingcentre.co.uk](mailto:alison@quayclimbingcentre.co.uk) or write to us at The Quay Climbing Centre, Haven Road, Exeter, EX2 8AX. Please let us know if you have any questions or concerns about how we process your data.
- **OUR FULL PRIVACY AND FAIR PROCESSING NOTICE** is available in our Centre Reception and on our websites [www.quayclimbingcentre.co.uk](http://www.quayclimbingcentre.co.uk) [www.clipnclimbexeter.co.uk](http://www.clipnclimbexeter.co.uk)