

The Space Hub Privacy Policy

This website is operated by The Space Hub. We take your privacy very seriously therefore we urge you to read this policy very carefully because it contains important information about on:

- Who we are
- How and why we collect, store, use and share personal information
- Your rights in relation to your personal information and
- How to contact us and supervisory authorities in the event that you have a complaint

Who we are

The Space Hub (we or 'us') collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulations which apply across the European Union (including the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal Information we collect and use

a) Sensitive personal information

Sensitive personal information includes any information which relates to the following:

- Your generic data
- Your biometric data
- Your ethnic origin
- Your political opinions
- Your religious beliefs
- Whether you belong to a trade union
- Your physical or mental health or condition
- Your sexual life and whether you have committed a criminal offence

We may request that you provide sensitive information, but if we do, we will in every instance explain why we are requesting it and how we intend to use it. We will only collect your sensitive personal information with your explicit consent.

b) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- Shall consent on their behalf to the processing of their personal data
- Shall receive and data protection notices on their behalf
- Shall consent on their behalf to the transfer of their personal data abroad and
- Shall consent on their behalf to the processing of their sensitive personal data

c) Monitoring and recording communications

We may monitor communications such as emails and telephone calls for the following purposes:

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- Quality Assurance
- Training
- Safety
- Security

d) Cookies and similar technologies

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, locals shared objects ('flash cookies') and single-pixel gifs. Such technologies can be used to track user's actions and activities, and to store information about them. We use these cookies and/or similar technologies on this website.

For example we may use cookies to monitor and/or collect the following information

- How many times a user accesses the website

The information helps us to build a profile of our users. Some of this information may be aggregated or statistical, which means that we will not be able to identify you individually.

On the first occasion that you use our site we will ask you whether you consent to our use of cookies. If you do not, cookies will not be used. Thereafter you can opt-out of using cookies at any time or you can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org

How we use your personal information

We collect information about our users for the following purposes:

- Training
- Fitness assessment for activity to be undertaken
- Risk assessments
- Appropriate use of facilities

Who your information may be shared with

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity.

We will not share your personal information with any other 3rd parties.

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Marketing

We would like to send you information about products, services, offers, competitions and our business which may be of interest to you. Such information could be sent by post, email, telephone, text message, social media or automated call.

We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e. on purchase, signing up to a news letter, entering a competition, registration etc). If you do opt in to receive such marketing information from us you can opt out at any time (see 'What rights you have?' below for further information). If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details provided below.

Whether personal information has to be provided by you, and if so why

The provision of the following information is required from you:

- Name
- Address
- Telephone number
- Email address
- Age if under 18
- Physical fitness
- Medical conditions

This is to enable us to do the following

To provide and assess your capability and ability for Dance and Fitness training and use of the facilities in a safe and secure manner.

We will inform you at the point of collecting the information from you, whether you are required to provide the information to us.

How long your personal information will be kept

We will hold your personal information for the following periods

- Name and address – 6 years to satisfy UK tax law
- Age – deleted immediately once verified
- Email – 6 years unless deletion is requested sooner
- Medical & Fitness data – duration of the class/term/lesson/hiring period – unless deletion is requested sooner

Reasons we can collect and use your personal information

We rely on the following as the lawful basis on which we collect and use your personal information

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- For consent
- For contract
- For assessment of your suitability for the activity being undertaken

The basis on which we process your sensitive information (i.e. special category as in the GDPR) is that

- In confidence on a need to know basis to minimise your exposure to risk in the activity being undertaken

Keeping your information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

While we will use all reasonable efforts to secure your personal data, in using our website and social media you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information please contact us using the details below.

Transfers of your information out of the EEA

We will not transfer your personal information outside of the European Economic Area at anytime.

Children and the validity of consent

Where we obtain consent from any user we will take reasonable steps to ascertain whether the user is over 18 years of age and whether a child of 13 years or more is sufficiently informed to give valid consent. If the user is not, parental consent will be required to provide consent for the processing of any personal information.

What rights do you have?

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to :

- Fair processing of information and transparency over how we use your personal information

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- Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address.
- Require us to correct any mistakes in your information which we hold
- Require the erasure of personal information concerning you in certain situations
- Receive the personal information concerning you which you have provided to us, in a structured commonly used and machine readable format and have the right to transmit those data to a third party in certain situations
- Object at any time to the processing of personal information concerning you for direct marketing
- Object to decisions being taken by automated means which produce legal effects concerning you, or similarly significantly affect you.
- Object in certain other situations to our continued processing of your personal information
- Otherwise restrict our processing of your personal information in certain circumstances
- Claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioners Office (ICO) on individual's rights under the General Data Protection Regulations (<http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>)

If you would like to exercise any of these rights please;

- Email or write to us
- Let us have enough information to identify you
- Let us have proof of your identity (copy of your driving licence, passport or a recent credit card/utility bill).
- Let us know the information to which your request relates

From time to time we may also have other methods to unsubscribe (opt-out) from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

Changes to the Privacy Policy

This privacy policy was published on 01/01/2024 and updated on 1st January 2024.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website. We will also attempt to notify users of any changes by:

- Notice in the website news

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Contacting us

If you have any questions about this policy or the information we hold about you, please contact us by:

- Email – info@TheSpaceHub.co.uk
- Post – The Space Hub, Lytham Court, 81-87 Crockhamwell Road, Woodley, Reading, Berkshire. RG5 3JP
- Telephone – 0118 969 1290

Calls are answered at the following times:

- Monday to Saturday – 09.00 – 22.00
- Sunday – 10.00 – 18.00
- The phone is not always attended so please leave an answer phone message

We may record calls for quality and training purposes

Our Data Protection Officer is Mrs C Still - Director