



# PRIVACY POLICY



## PRIVACY POLICY STATEMENT

Our full trading name is **P600 Mountaineering**. We require personal data of all our customers to enable us to offer you the services we provide. We treat security with the highest priority. We hold data about you to run our business efficiently and is not kept longer than is necessary. It is kept safe and securely and handled sensitively to peoples data protection rights. You have the right to ask to see what data we hold for you, to ask us to correct it and also to ask us to remove it from our database.

### WHAT INFORMATION WILL WE HOLD ABOUT YOU?

As a customer / potential customer of **P600 Mountaineering** we will ask you to provide us with certain personal information about you when you make an enquiry about our services and when you purchase services from us. This information will include:

- Your name
- Your address
- Your email address
- Your telephone number
- Your bank details or credit card information (when you actually book or join)
- Your IP address, cookies and your browsing activity where you use our website
- Details about your health and medical conditions for the purpose of ensuring safety, if taking part in activities with us at **P600 Mountaineering**.

### WHAT WILL WE USE YOUR INFORMATION FOR?

We use the personal information we hold about you for a number of different purposes, which we list below. Under data protection law we need to have a valid legal basis for using your personal information, we also set out below the legal bases which we will be relying upon.

We will use the personal information we hold about you for the following reasons:

- To provide you with the services you have purchased.
- To form a contract with you when you have placed a booking and inform you of any changes to the contract / booking.

In both of these cases the legal basis that we will be relying upon to process your personal information will be because it is necessary for the performance of the contract between us.

We will also use the personal information we hold about you for the following reasons:

- To provide you with information about services you have enquired about
- To obtain feedback from you and provide ongoing customer service
- To deal with any complaints if any
- To provide you with a high level of service and to promote our business.

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## WHO DO WE SHARE YOUR INFORMATION WITH?

We may share your information with organisations that we are providers for such NNAS, for the purpose of registration and certification. We do not share your information with any other organisations.

## HOW LONG DO WE KEEP YOUR INFORMATION FOR?

To make sure we meet our legal data protection and privacy obligations, we only hold on to your personal data for as long as we actually need it for the purposes we acquired it for in the first place. We may keep your information for up to six years to fulfil our requirements with awarding bodies and marketing unless you inform us that you no longer wish to receive direct marketing information from us.

## WHERE TO GET MORE INFORMATION ABOUT YOUR DATA PROTECTION RIGHTS?

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible on their website – [www.ico.gov.uk](http://www.ico.gov.uk)