Health and Safety Policy: Paddle365 Ltd

Privacy Policy

Paddle365

Last updated: 12/02/2026

Paddle365 is committed to protecting and respecting your privacy. This policy explains how we collect, use, store and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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1. Who We Are

Paddle365 provides outdoor coaching and guiding services.

For the purposes of data protection law, Paddle365 is the “data controller” of the personal information you provide to us.

If you have any questions about this policy or how your data is handled, please contact:

Email: info@paddle365.co.uk

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2. What Information We Collect

We may collect and process the following information:

- Full name
- Contact details (email address, phone number, postal address)
- Date of birth
- Emergency contact / next of kin details
- Medical information and health disclosures relevant to participation
- Booking and payment information
- Photographs or video footage taken during activities
- Information about your skill level and goals

Medical information is classified as “special category data” and is collected solely for safety purposes.

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3. How We Use Your Information

We use your personal information to:

- Process and manage bookings
- Deliver coaching and guiding services
- Ensure participant safety
- Respond to enquiries
- Communicate important course information
- Meet legal and insurance requirements
- Improve our services
- Share course media (where consent applies)

We only collect information that is necessary for these purposes.

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4. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Contractual necessity** – to fulfil your booking
- **Legal obligation** – to meet health and safety or insurance requirements
- **Legitimate interests** – to operate and improve our business
- **Explicit consent** – for processing medical information and use of images for marketing

You may withdraw consent at any time where consent is the lawful basis.

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5. How We Store and Protect Your Data

Your data is stored securely within our booking and administrative systems and is accessible only to Paddle365 managers and relevant instructors delivering your course.

We take appropriate technical and organisational measures to protect your data against unauthorised access, loss, misuse or alteration.

We retain personal data only for as long as necessary for operational, legal, or insurance purposes.

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6. Sharing Your Information

We do not sell or trade your personal information.

Your information may be shared:

- With instructors or course directors delivering your activity
- With emergency services or medical professionals in the event of an incident
- With insurers or legal advisors if required
- With trusted service providers (such as payment processors), where necessary

All third parties are required to handle your data securely and lawfully.

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7. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request erasure of your data (where applicable)
- Restrict or object to certain types of processing
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us at info@paddle365.co.uk.

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8. Photography and Media

Images and video footage may be taken during activities. These may be shared with participants and used for marketing purposes.

Participants may opt out on the day of the activity or request removal of any image at a later date by contacting us.

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9. Changes to This Policy

We may update this Privacy Policy from time to time. The most current version will always be available on our website.