

# Merton Pisces Swimming Club

## Privacy Policy

### Merton Pisces Swimming Club Privacy Policy



#### Our contact details

Name	Mr H.Green	Chairman	Mr W Searle
Address	Flat 39, Thomas House, 20 Grange Road, Sutton, SM2 6RS	Head Coach	Mr H Green
		Secretary	Mrs J Searle
		Welfare Officer	Ms V Goddard
		DBS Officer	Mrs J Searle
Landline	02086 610 205	Data Protection Officer	Mr H Green
Mobile	07956 588 921	Treasurer	Mr H Green
E-mail	<a href="mailto:Harry@mertonpisces.co.uk">Harry@mertonpisces.co.uk</a>	SwimMark Officer	Mr H Green
Website	<a href="http://MertonPisces.co.uk">MertonPisces.co.uk</a>	COVID-19 Officer	Ms V Goddard

## Privacy Policy

#### Who we are:

**Merton Pisces Swimming Club** - ([mertonpisces.co.uk](http://mertonpisces.co.uk))

We are located in South London and operate under Swim England's London Region.

Head coach and founder - Mr Harry Green. Supported by some key volunteers

We are a non-profit club that teaches and trains swimmers

#### Current Setup

Our website is currently not setup to use user profiles and rarely accepts comments on posts that are public. We may ask you for information when filling in our forms, but this is sent by email to head office and not stored on the website. Our aim is to provide information about swimming and the club and use as little personal information as possible. The information we do need is stored on Google Cloud storage.

#### Permission

We get permission from volunteers and parents of the children in the club to allow us to show images and videos. We do however restrict access to as much of these as we can. Passwords are required to access the [Photos page](#) and the [Members area](#). Where possible we restrict ourselves to group shots rather than individual children.

#### What personal data we collect and why we collect it:

We do not currently store any details on the website or in our database. However, the website, plugins, software, connection details and technical data are monitored by Google and Bing search engines and not ourselves. Cookies maybe stored on your machine or device, and they stored passwords and autofill information that you enter into the site.

Personal data is not just created by user's interactions with our site. Personal data is also generated from technical processes such as contact forms, comments, cookies, analytics, and third-party embeds. By default, WordPress does not collect any personal data about visitors, and only collects the data shown on the User Profile screen of registered users. However, some plugins may collect personal data.

## Contact Forms

By default, WordPress does not include a contact form ability. So, our site uses a contact form plugin, (Contact Form 7 and occasionally others). Forms that are filled in are then sent by email to head office. They are stored in Gmail and are usually deleted depending on their requirements. Serious complaints maybe kept for 3 years or more, but general enquiries maybe deleted after a month. If you require a copy of your emails you can ask for them at any time, providing it hasn't already been deleted. No information submitted through forms or emails is ever used marketing purposes.

## Contact Forms for galas

Anyone entering a gala using the online form accepts that there will incur expenses involved. Every gala requires entry fees for each race, but the swimmers must have certain times to be allowed to enter. Until these times have been checked, we cannot tell you what your child can do. Once everything has been checked then we can contact you and provide you with possible races your child can do.

Once this has been done for all the children that registered for galas can we then send in our entries to the host club. At this point we do not know if we will be accepted as most galas work on a first come first served basis. Sometimes even after all the hard work we don't get accepted and the process starts all over again for another one. If we are accepted then the host club will send an invoice to us which the club pays. Only after all this is done do we know how much everything is as not all races entered for will be accepted. At this stage the club has paid hundreds of pounds for the entries. When we notify you how much it is, the club has already paid and you are giving it back to the club.

These are the conditions you are accepting when you enter the gala form, that there will be costs involved and you will pay the entry fees. You are also going to attend the gala (except in rare case of illness)

## Comments

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

An anonymised string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service Privacy Policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

## Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website. We use a lot of information provided by Swim England (they govern swimming clubs in the UK). Most files that are uploaded are created and supplied by the club and stored on the hosting server. Most of the images are actually stored on Google's cloud storage and not on the hosting server. Only club admin volunteers can access the website and can upload media files.

## Embedded content from other websites

Articles on this site may include embedded content (E.g. Videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

## Cookies

If you leave a comment on our site you may opt in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser. When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

### **Analytics**

This website uses analytics to track what users are interested in and to see if members of the club are using the information provided for them.

Google Analytics is used to do the monitoring of the site along with Bing (Microsoft)

Google Privacy Policies - <https://policies.google.com/privacy?hl=en-GB>

Google Analytics terms of service - <https://marketingplatform.google.com/about/analytics/terms/gb/>

Microsoft Terms of use - <https://learn.microsoft.com/en-us/legal/termsofuse>

Microsoft Privacy Policy - <https://privacy.microsoft.com/en-us/privacystatement>

### **Microsoft Clarity**

*"We partner with Microsoft Clarity and Microsoft Advertising to capture how you use and interact with our website through behavioral metrics, heatmaps, and session replay to improve and market our products/services. Website usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimization, fraud/security purposes, and advertising. For more information about how Microsoft collects and uses your data, visit the [Microsoft Privacy Statement](#)."*

If you wish to opt out of our analytics please [contact us](#) and provide your details and IP addresses. We will happily block them from being monitored and send you a confirmation that this has been done.

By default, WordPress does not collect any analytics data. However, many web hosting accounts collect some anonymous analytics data. You may also have installed a WordPress plugin that provides analytics services. In that case, add information from that plugin here.

### **What third parties we receive data from**

Our website receives data from outside sources, these are generally Swim England, Google and Microsoft although others may be used from time to time. These are usually Articles, posts, files or images from Swim England. Maps, images, fonts, links & other Google services. Images articles or links from Microsoft.

### **Who we share your data with**

If you request a password reset, your IP address will be included in the reset email.

By default, WordPress does not share any personal data with anyone.

Site data is shared with third-party providers of plugins, cloud-based services, payment processors, and third-party service providers. Our main services share data with google who provide most of our services and storage. ([Google privacy policy](#), [Google terms of service](#))

No information submitted through form or emails is ever used marketing purposes.

### **How long we retain your data**

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

### **What rights you have over your data**

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

### **Where your data is sent**

Visitor comments may be checked through an automated spam detection service.

Our hosting company are responsible for data storage and that any transfers to or from the site meet with current regulations. European data protection law requires data about European residents which is transferred outside the European Union to be safeguarded to the same standards as if the data was in Europe. Most of our transfer are done through Google and so are covered by their terms of service and privacy policy. (links are located elsewhere in this document)

Cloud storage is difficult to monitor as by definition it could be anywhere and so we are reliant on the services we use (in this case Google) to protect the files.

### **What data breach procedures we have in place**

The site is monitored by several different plugins and WordPress internal checks.

We backup the site regularly and make sure all security updates are always installed straight away.

The hosting company has the responsibility of stopping any attacks and making sure their systems are up-to-date.

### **Akismet**

We collect information about visitors who comment on Sites that use our Akismet anti-spam service. The information we collect depends on how the User sets up Akismet for the Site, but typically includes the commenter's IP address, user agent, referrer, and Site URL (along with other information directly provided by the commenter such as their name, username, email address, and the comment itself). <https://akismet.com/privacy/>

### **Industry regulatory disclosure requirements**

We are required by Swim England to abide by safeguarding rules and regulations

All volunteers are DBS checked and safeguard certificated. Everything on this site is restricted according to those rules.

### **Contact information**

If you have any privacy concerns then please [contact us](#) page and we will be happy to help you.

Please contact us if you wish to make a request.

<b>How to complain</b>	You can complain to Merton Pisces SC if you are unhappy with how we have used your data:
<b>Name</b>	Mr H.Green
<b>Address</b>	Flat 39, Thomas House, 20 Grange Road, Sutton, SM2 6RS
<b>Landline</b>	<b>02086 610 205</b>
<b>Mobile</b>	<b>07956 588 921</b>
<b>E-mail</b>	<a href="mailto:Harry@mertonpisces.co.uk">Harry@mertonpisces.co.uk</a>

<b>Website</b>	<a href="http://MertonPisces.co.uk">MertonPisces.co.uk</a>	
<b>How to complain</b>	You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address:	
<a href="#">Out Live chat</a> service	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF	<b>Website:</b> <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a>  Helpline number: <b>0303 123 1113</b>