

## **R&J COACHES GDPR PRIVACY POLICY 2024**

At R and J Coaches we are committed to maintaining and protecting our customers privacy. This section aims to detail and explain the procedures in place to protect your personal data and personal details.

### **What personal data does R&J Coaches hold.**

As a client of R and J Coaches we require to hold personal data to identify you. This may include but is not limited to;

You may give us information about you by filling in forms on our web site or by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, address, e-mail address, bank details and phone number. We hold your personal information to fulfil contractually agreed services and communicate with clients.

We will not intentionally or systematically seek to collect, store, or otherwise use information about you classed as 'special categories of data' or 'sensitive data' (for example, information relating to any trade union membership, ethnic origin or health).

### **Cookies.**

Our site uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and allows us to improve our site.

### **Do we share or pass on personal details or information.**

We only pass on details to a third party if written consent is granted by the persons of which the details belong. The only other time details may be passed is potential legal implications or the information being requested by the law. Under no other circumstances would any of the personal details we hold be disclosed with any other party.

We may disclose your personal data to the following categories of recipient for the purposes described in this Privacy Notice:

We may also disclose your personal data to any competent law enforcement body, regulator where we believe disclosure is necessary as a matter of applicable law or regulation or to exercise, establish or defend or legal rights; or to protect your vital interests or those of any other persons.

Finally, we may disclose your data to any other person to whom you request us to make disclosure or if you consent to such disclosure.

### **Data access requests.**

As a business, any requests for personal details must be adhered to. Clients are free to see what information we hold about them. Clients are also free to ask why such information is being held, how we obtained and who can see it.

We will respond to any requests as soon as possible but no more than 30 days.

### **Data holding and delete requests.**

If any personal details is collected about you is inaccurate or gained in violation of applicable law you must then request personal data to be amended or deleted. We are unable to delete data which we are required to hold for the duration of any legal obligations of which we must comply. We apply appropriate administrative, technical, and organisational security measures to protect your personal data that is under our control from unauthorised access, collection, use, disclosure, copying, modification, or disposal. All data held by R and J Coaches is held on our secure system software network which requires login details and passwords for access.

### **Complaints regarding privacy policy.**

If for any reason you not happy in the way in which we hold your personal data, please contact R and J Coaches at your earliest convenience.

We will not retain your personal data for longer than is necessary to fulfil the purposes for which we collected that personal information, unless the law permits or requires that we retain it for longer. This does not exclude your right to make a complaint to ICO if your still unhappy regarding our current procedures.

### **Right to data portability.**

We hold the right with any personal data the ability to move it. Data which has been moved is still retained on our system for the statutory period. we will comply with such requests to move data within 30 days.

### **Consent to hold personal data.**

We will ask you to sign the deceleration below to confirm that you consent to us holding your personal data under the terms described in this privacy statement. We do not collect information from any persons under the age of 18 years.