

# Live4Adventure Ltd Privacy Policy

## Data Controller contact details

Name: Chris Higgins

Address: 25 Blencathra Street, Keswick, CA12 4HX

Phone Number: 07751627551

E-mail: [chris@live4adventure.co.uk](mailto:chris@live4adventure.co.uk)

Web: [www.live4adventure.co.uk](http://www.live4adventure.co.uk)

## SUMMARY POLICY STATEMENT

This Policy sets out the obligations of Live4Adventure Ltd regarding data protection and the rights of customers, business contacts, employees, workers, volunteers, participants and any other data subjects in respect of their personal data under Data Protection Legislation such as EU Regulation 2016/679 General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA).

It also sets our obligations regarding the collection, processing, transfer, storage, and disposal of personal data. The procedures and principles set out herein must always be followed by Live4Adventure its employees, workers, agents, contractors or any other parties working on behalf of Live4Adventure.

Live4Adventure is registered with the Information Commissioner's Office under registration reference **ZB067395**. As a Controller of personal data, Live4Adventure recognises its duty to ensure that all such data is always handled properly and confidentially, irrespective of whether it is held on paper or by electronic means and covers the whole lifecycle of it.

Data protection is the responsibility of all employees, workers, agents, contractors and any other parties working on behalf of Live4Adventure. All will comply with this Policy and, where applicable, must implement such practices, processes, controls and training as are reasonably necessary to ensure such compliance.

## Overview

Live4Adventure Ltd takes the security and privacy of your data seriously. We need to gather and use information or 'data' about our customers/clients to inform our decisions in planning and undertaking

activities where your safety is our primary concern or, if you are part of our instructor team to ensure that you have, or are in the process of developing, the necessary skills, qualifications and experience to instruct or lead activities for Live4Adventure Ltd.

## **Data Protection Principles**

Personal data must be processed in accordance with six '**Data Protection Principles.**' It must:

- be processed fairly, lawfully and transparently
- be collected and processed only for specified, explicit and legitimate purposes
- be adequate, relevant and limited to what is necessary for the purposes for which it is processed
- be accurate and kept up to date. Any inaccurate data must be deleted or rectified without delay
- not be kept for longer than is necessary for the purposes for which it is processed
- be processed securely.

We are accountable for the above principles and must be able to show that we are compliant.

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example; name, address and contact details, next of kin details, basic medical information, bank details for financial transactions)

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for the following reasons:

- To manage your booking/enquiry with Live4Adventure Ltd
- To know who to contact in the unlikely event that you become injured on an activity
- To provide activities/training safely by accommodating any medical and/or behavioural needs
- To allow us to collect payment from you or make a payment to you

- To record your instructor qualifications/status to enable us to employ you as a freelance member of staff

We also receive personal information indirectly, from the following sources in the following scenarios:

- Schools or other group organisers who are arranging a booking on behalf of a number of people (school pupils/students, other group members)

We may share this information with our instructional staff team as part of our risk management process. We use the information that you have given us to inform our instructor/s of any medical conditions that could have a direct bearing on the activity you are taking part in.

We collect the information on our Participant registration and Group Booking Forms, in emails and other forms of messaging/phone calls. We do not pass your information to any third party, other than the emergency services in the unlikely event of an incident/accident.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent for us to hold the information. You are able to remove your consent at any time. You can do this by contacting Chris Higgins at Live4Adventure Ltd.

(b) We have a legal obligation under Health and Safety Legislation (Adventure Activity Licencing Scheme) to manage the safety of participants and our instructor team.

(c) We have a vital interest in protecting people (our clients, staff and others) from harm.

(f) We have a legitimate interest to protect ourselves from litigation.

## **How we store your personal information**

We have put in place measures to protect the security of your data. Details of these measures are available upon request from Chris Higgins.

We have put in place appropriate security measures to prevent your data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your data to working for Live4Adventure Ltd, such as instructors, who have a need to know to deal

with activities. They will only process your data on our instructions and they are subject to a duty of confidentiality.

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

Your information is securely stored on a password protected laptop. Any written (hard copies) of personal information are scanned and then stored electronically (only when necessary such as after an incident/accident)

We keep your personal information if you have been involved in an accident when on activities with us for three years (or for three years from your eighteenth birthday if you are under eighteen). We will then dispose your information by destroying any paper records and deleting any electronic records.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request contact; Chris Higgins at Live4Adventure Ltd,

25 Blencathra Street, Keswick CA12 4HX,

[chris@live4adventure.co.uk](mailto:chris@live4adventure.co.uk)

tel 07751627551

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to Chris Higgins.

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data. The ICO's address:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>