

Legal Information & Notices

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Note

Tom Partridge is referred to as "TP", "me", "my", "he" or "I" in this Legal Information and Notices.

PRIVACY NOTICE

ABOUT

Tom Partridge is a registered sole trader providing services which include: Outdoor Instruction, Technical Advice and Training.

IMPORTANT INFORMATION

This Privacy Notice aims to give you information on how I collect and process your personal data and is intended to ensure that your personal information is dealt with in accordance with the General Data Protection Regulation (GDPR). This notice includes any data you may provide through my website, over the telephone, when you visit, or otherwise interact with me.

This privacy notice covers:

- how I use your data
- what personal data I collect
- how I ensure your privacy is maintained
- your legal rights relating to your personal data.

HOW WE USE YOUR DATA

General

TP uses your personal data:

- to provide goods and services to you;
- with your agreement, to contact you electronically about promotional offers and products or services which I think may interest you;
- for market research purposes - to better understand your needs;
- to enable JP to manage customer service interactions with you; and
- where I have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute)

Promotional communications

You have the right to opt out of receiving promotional communications from Tom Partridge at any time, by email: tompartridge@ymail.com

Sharing data with third parties

TP will not disclose your personal data to any third party, except as an essential part of being able to provide my services to you, for example:

- with carefully selected partners where I have your consent to do so
- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where I am required to do so

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www.tom-partridge.co.uk

- to comply with my legal obligations or exercise my legal rights (for example in court cases)
- for the prevention, detection, investigation of crime or prosecution of offender
- for the protection of other customers

WHAT PERSONAL DATA I COLLECT

Information that you give to me

TP may collect the following information about you:

- your name, age/date of birth and gender
- your contact details: postal addresses, telephone numbers (including mobile numbers) and e-mail address
- purchases and orders made by you
- when you make a purchase or place an order with me, your payment card details
- your communication and marketing preferences
- your correspondence and communications with TP
- Information regarding relevant medical and personal information

Information that I collect automatically

I may use cookies to monitor and analyse visits to my website and to collect information about your activity. If you prefer, you can remove or reject browser cookies through the settings on your browser or device. However, rejecting or removing cookies could affect the availability and functionality of my services.

Sensitive personal data

Data protection law recognises that certain categories of personal information are more sensitive than others. I do not usually collect this type of information, unless there is a clear reason for doing so, such as to ensure clients safety and wellbeing whilst receiving services.

HOW WE PROTECT YOUR DATA

TP is committed to keeping your personal data safe and secure. This includes using a range of IT security measures, access controls, and internal policies setting out my data protection approach. I will notify you and any applicable regulator of a suspected data security breach where I am legally required to do so.

HOW LONG I KEEP YOUR DATA

Your personal data will only be kept for as long as necessary in accordance with my data retention policy.

YOUR RIGHTS UNDER THE GDPR

In addition to providing a legal basis for processing data, the GDPR provides the following rights for individuals:

1. The right to be informed

TP will provide concise, transparent, intelligible and easily accessible information about the processing of personal data to individuals using this Privacy Notice.

2. The right of access

Where requested, TP will provide individuals with access to their personal data held. This will be processed as a Subject Access Request, and TP will provide a copy of the information free of charge (unless a request is clearly excessive or unfounded), within one month of the request.

3. The right to rectification

TP is committed to rectifying personal data if inaccurate and will respond to a request for rectification within one month of receiving the request.

4. The right to erasure

TP will consider individual requests for deletion or removal of personal data where there is no compelling reason for its continued processing, in line with the conditions set out in the regulation. TP will inform relevant third parties of erasure of personal data; unless it is impossible, or involves disproportionate effort to do so.

5. The right to restrict processing

TP will ensure that data processing is restricted in any of the following circumstances:

- Where an individual contests the accuracy of personal data until the accuracy is verified
- Where an individual has objected to the processing
- When processing is unlawful
- If data processing is restricted, TP will notify any relevant third parties.

6. The right to data portability

TP will comply with individual requests to allow an individual to obtain and reuse their personal data for their own purposes across different services.

7. The right to object

TP will comply with an individual's right to object to processing of their personal data based on legitimate interests (to 'opt out') or the performance of a task in the public interest/exercise of official authority. TP will inform individuals of their right to object using this Privacy Notice.

Rights in relation to automated decision making and profiling

TP will adhere to GDPR requirements which specify that automated decision making or automated processing of personal data (without any human involvement), including profiling, can only be carried out where this type of decision making is necessary for a legal contract or based on the individual's consent.

FURTHER GUIDANCE

Further advice and information is available from the Information Commissioner's Office:

www.ico.org.uk

Telephone: +44 (0)303 123 1113

TERMS AND CONDITIONS OF SERVICES PROVIDED

SERVICES PROVIDED

Services provided by TP are clearly laid out in the following ways:

- Information about services on the website
- Information about services advertised, sold or promoted on social media
- Provision of a 'non-binding' free consultation with prospective clients. This includes pre-information regarding methods or provision, platforms for engagement and expectations.

REFUNDS AND CANCELLATIONS

Course fees are non-refundable once booked however, courses places can be transferred as 'credit' at the discretion of TP

INFORMED CONSENT

OVERVIEW

Clients will be expected to complete a consent form prior to commencing any services provided by TP. It is essential that information provided is true and accurate and that any changes or variation in the information must be provided by the client to TP. Clients engage in services provided on a voluntary basis. The client has the opportunity to ask any questions prior to providing consent.

ACCEPTANCE OF RISK

In providing consent the client accepts that they have received sufficient information regarding services provided and understand the associated risks.
The client has also been provided the opportunity to opt out of any part of the service.

USE OF IMAGES AND MEDIA

In providing consent the client accepts and agrees that TP may use images provided by the client to TP for use in promoting and selling services on a range of platforms (such as social media, website etc.)

Images used will only be shared with prior consent from the client

The client can remove consent at any time by email: tompartridge@ymail.com

USE OF SYSTEMS

In providing consent the client accepts and agrees that TP uses a range of digital and manual systems to provide services to clients. These include the NGB provided CMS systems and Google Suite. Information provided is stored within these services.

TERMS AND CONDITIONS

In providing consent the client accepts and agrees the Terms and Conditions of services provided by TP.

INFORMATION GATHERING AND SHARING

In providing consent the client accepts and agrees how TP stores, retains and uses information. Further information can be found in the PRIVACY NOTICES.

RISK MANAGEMENT

COMPETENCE

TP holds the relevant qualifications, experience and competencies to provide the services offered.

RISK ASSESSMENT

All services and associated activities have been risk assessed. Copies of which can be provided on request.

ACCIDENTS AND INCIDENTS

TP holds records of accidents and incidents that have occurred during services provided. Clients can report or record any accidents or incidents that have occurred during services provided by TP by email: tompartridge@ymail.com

A formal report will follow with the client to gather full information and record the accident or incident report.

INSURANCE

PROVISION

Tom Partridge holds 3rd Party Liability Insurance and Professional Indemnity Cover to £10million

Policy Provider: Ripe Insurance

Policy Number: I4S496909

Expiry Date: 17.06.2022

Insurance Certificate provided on request

COMPLAINTS

YOUR RIGHTS

Should you wish to make a complaint about Tom Partridge and/or services received you should do so in writing and email to: tompartridge@ymail.com

If your complaint is not dealt with in a satisfactory way then you can make contact with Trading Standards Wales on 03454 040506 (English) or 03454 040505 (Cymraeg). Alternatively you can find further information here:

<https://www.tradingstandardswales.org.uk/help/consumeradvice.cfm>

CHANGE NOTICE

VERSION HISTORY

Document last updated: 1st January 2022

SUMMARY OF CHANGES

Section	Date of Change	Summary of Change and/or Update