



PRIVACY POLICY

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CONTENTS	2	
1 INTRODUCTION	1	
2 THE INFORMATION WE COLLECT AND WHEN	4	
3 HOW WE USE YOUR INFORMATION	5	
4 WHO WE MIGHT SHARE YOUR INFORMATION WITH	6	
5 HOW WE KEEP YOU UPDATED ON OUR PRODUCTS AND SERVICES	6	6
6 YOUR RIGHTS OVER YOUR INFORMATION	7	
7 HOW LONG WE KEEP YOUR INFORMATION FOR	9	
8 GIVING YOUR REVIEWS AND SHARING YOUR THOUGHTS	9	
9 SECURITY	9	
10 WHAT HAPPENS IF SURFING ENGLAND CHANGES HANDS?	10	
11 CHANGES TO OUR PRIVACY NOTICE	10	
12 HOW TO CONTACT US	10	

INTRODUCTION

Surfing England is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of all our members at events, over the phone, through our mobile applications, websites and social media platforms.

We have therefore developed this Privacy Notice to inform you of the data we collect, what we do with your information, what we do to keep it secure, as well as the rights and choices you have over your personal information.

Throughout this document we refer to Data Protection Legislation which means the Data Protection Act 2018 (DPA2018), United Kingdom General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications (EC Directive) Regulations 2003, all the foregoing as amended from time to time, and any legislation implemented in connection with the aforementioned legislation. Where data is processed by a controller or processor established in the European Union or comprises the data of people of the European Union, it also includes the EU General Data Protection Regulation (EU GDPR). This includes any replacement legislation coming into effect from time to time.

Surfing England Ltd is the controller for the personal information we process, unless otherwise stated.

We are registered with the Information Commissioner's Office (the ICO) with registration ICO 00019936855.

You can contact us either by phone, email or post.

Our address is:

Surfing England Ltd. Unit 3, Velator Way, Braunton, EX33 2FB

Phone: +44(0)7429208283

Email: membership@surfingengland.org

Our Data Protection Lead is:

Frankie Hemery, +44(0)7429208283, frankie@surfingengland.org.

THE INFORMATION WE COLLECT AND WHEN

We only collect personal information that we know we will genuinely use and in accordance with the Data Protection Legislation. The type of personal information that we will collect about you, and you voluntarily provide to us as part of our membership process is as follows:

- Name
- Age
- Gender
- Address
- Telephone number(s)
- Email address
- Parent Guardian details as above if Under 18
- Payment details for initial transactions

We may, in further dealings with you, extend this personal information to include which membership services you use.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to deal with you as a member in an efficient and effective manner.

The legal basis for processing your data is based on your specific consent and our legitimate interest which we have stated in our terms and conditions we will not store, process or transfer your data unless we have an appropriate lawful reason to do so.

HOW WE USE YOUR INFORMATION

- To process your membership application
- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about;
- Make available our memberships products and services to you;
- Process your orders;
- Take payment from you or give you a refund;
- To update you on any new membership benefits
- For statistical analysis and to get feedback from you about Surfing England's services and our performance.
- Help answer your questions and solve any issues you have.

WHO WE MIGHT SHARE YOUR INFORMATION WITH

We may share your personal data with other organisations in the following circumstances:

- If the law or a public authority says we must share the personal data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk); or
- From time to time, we employ the services of other parties for dealing with certain processes necessary for the operation of the Website. However, all the information we share will be collected and anonymised, so neither you nor any of your devices can be identified from it.
- We will not share your information with any third parties for the purposes of direct marketing.
- We use data processors who are third parties to provide elements of services for us. We have Data Processing Agreements in place with our data processors. This means that they are only able to process your personal information under our strict instructions. They may only share your personal information with other organisations apart from us if we have provided them with prior written consent for this sharing. In addition, these other organisations must comply with our Data Processing Agreement. They will hold your personal data securely and retain it for the period we instruct.

HOW WE KEEP YOU UPDATED ON OUR PRODUCTS AND SERVICES

We may send you relevant offers and news about our membership products and services in a number of ways including by email, but only if you have previously consented to receive these marketing communications. When you register with us, we will ask if you would like to receive marketing communications, and you can change your marketing choices online, over the phone or in writing at any time.

If you wish to amend your marketing preferences, you can do so by emailing **membership@surfingengland.org**.

YOUR RIGHTS OVER YOUR INFORMATION

The right to be informed about our collection and use of personal data

You have the right to be informed about the collection and use of your personal data. We ensure we do this by providing you with this Privacy Notice. This Notice is regularly reviewed and updated to ensure it accurately reflects our data processing activities.

Right to Access Your Personal Information

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed a 'Data Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and we will respond without delay and within one calendar month of receipt of your request.

We may ask for proof of identity and sufficient information about your interactions with us so that we can locate your personal information. Please note that the time limit for fulfilling your request does not start until we have been able to verify your identity.

If you would like to exercise this right, please contact us as set out below.

Right to Rectification of Your Personal Information

If any of the personal information we hold about you is inaccurate, incomplete or out of date, you may ask us to correct it.

If you would like to exercise this right, please contact us as set out below.

Right to Stop or Limit Our Processing of Your Data

You have the right to object to us processing your personal information for particular purposes, to have your information deleted

if we are keeping it too long, or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

Right to Erasure

You have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

Right to data Portability

The right to data portability gives you the right to receive personal data you have provided to us in a structured, commonly used and machine-readable format.

If you would like to exercise this right, please contact us as set out below.

For more information about your privacy rights

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here **<https://ico.org.uk/for-the-public>**.

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.

HOW LONG WE KEEP YOUR INFORMATION FOR

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the Data Protection Legislation and never retain your information for longer than is necessary. Unless otherwise required by law, your data will be stored for a maximum period of 1 year after our last contact with you, at which point it will be deleted.

GIVING YOUR REVIEWS AND SHARING YOUR THOUGHTS

You may be able to share information through social networks like Facebook and Twitter. For example, when you 'like', 'share' or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts, so you are comfortable with how your information is used and shared on them.

SECURITY

Data security is of great importance to Surfing England and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your collected data.

We take security measures to protect your information including:

- Limiting access to our buildings to those that we have determined are entitled to be there (by use of passes, key card access and other related technologies);
- Implementing access controls to our information technology;
- We use appropriate procedures and technical security measures (including strict encryption, anonymisation and archiving techniques) to safeguard your information across all our computer systems, networks, websites, mobile apps, and offices;
- Never asking you for your passwords;

- Advising you never to enter your account number or password into an email or after following a link from an email.

WHAT HAPPENS IF SURFING ENGLAND CHANGES HANDS?

We may, from time to time change as a governing body in line with Sport England, UK Sport or Government Policy. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Notice, be permitted to use that data only for the purposes for which it was originally collected by us.

CHANGES TO OUR PRIVACY NOTICE

We may change this Privacy Notice from time to time (for example, if the law changes). We recommend that you check this policy regularly to keep up to date.

HOW TO CONTACT US

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: membership@surfingengland.org

By post: Surfing England, Unit 3, Velator Way, Braunton, EX33 2FB

Thank you for taking the time to read our Privacy Notice.

Surfing England

This Policy was last updated on: 07/08/2025