



TeamWalking Privacy Notice

TeamWalking

TeamWalking offers a range of outdoor walking courses (navigation skills) and guided hill and mountain walks in the UK & British Isles. TeamWalking is operated as a Partnership, with Mark Reid (admin & courses/walks) and Bernadette Reid (admin). Mark Reid is the Data Controller & Processor of the personal information that participants provide to us via our website (TeamWalking and TeamWalking Shop) as well as their Consent Forms.

Personal Information we need

When making a payment transaction for a course or walk, we will require the following information to be entered into our OpenCart eCommerce site (TeamWalking Shop).

- First & last name
- Billing Address & Delivery Address
- Contact details, including email address and phone numbers

Your card details are processed securely by our third party payment provider (SagePay); we do not have access to this information. Please see SagePay's Privacy Policy <https://www.sagepay.co.uk/policies>

Once payment has been made, we will send you a Confirmation Email and weblink to a Consent Form, which constitutes the contract between us.

Additional personal information is required for each participant attending a course/walk, to be entered onto the Consent Form, either digitally or printed.

- Name, contact details and home address of each participant
- Emergency contact name and phone number
- Age, current fitness and exercise information
- Hill walking experience
- Outdoor gear/clothing/boots you would like to borrow
- Medical information, allergies, recent illnesses or special requirements

Under 18s

The above information will be collected about the person aged under 18 from their parent. They must be accompanied by their parent on the course/walk.

Why we need your personal information (contract of service)

We process your personal information in order for us to enter into a contract with you and provide you with your chosen outdoor course or guided walk. *The reasons are as follows:*

- To enter into a contract and provide the service you require (outdoor course or guided walk). You need to provide payment and personal details so we can send you detailed information about your chosen course/walk, including the Confirmation Email and Consent Form (which form the contract).
 - We need to know who is attending our courses or walks so we can provide a safe and enjoyable outdoor experience for you. This means that we require personal details, emergency contact, age, health and fitness information to be completed and returned to us on the Consent Form (*special category of data*).
 - To allow us to respond to and communicate with participants regarding questions, comments, support needs, complaints or concerns in relation to our courses or walks. We also send you feedback emails and photographs after the course/walk.
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Why we need your personal information (legal obligations)

We process your personal information in order for us to enter into a contract with you and to fulfil our legal obligations. *The reasons are as follows:*

- To comply with legal requirements for our own insurance or tax purposes (HMRC)
- To record any accidents or incidents that you may have been involved in or witnessed.
- To comply with legal requirements to inform the Health & Safety Executive (HSE) in the event of an accident or incident that is subject to RIDDOR.
- To comply with legal requirements in the event of a safeguarding issue.

You have the right to object to us using your personal information in certain circumstances. If you wish to object to any of the above processing, please contact us on info@teamwalking.co.uk. If we agree and comply with your objection, this may affect our ability to enter into a contract with you or provide you with our services.

Why we need your personal information (Covid-19 test & trace)

We may need to share some of your personal information with NHS Contact Tracing Services (Covid-19 track & trace). We will only share information with NHS Contact Tracing services if it is specifically requested, and will do so securely. NHS Contact Tracing services will not disclose this information to any third party unless required to do so by law.

The reasons are as follows:

This information may help to identify people who may have been exposed to Covid-19, which may reduce the spread of the virus.

We will only share the following information, if required to do so:

Name, phone number and date of event attended

You have the right to object to us using your personal information in certain circumstances. If you wish to object to any of the above processing, please contact us on info@teamwalking.co.uk. If we agree and comply with your objection, this may affect our ability to enter into a contract with you or provide you with our services.

Why we need your personal information - marketing (consent)

If you would like to receive email marketing communications from us, we will ask you to opt-in to our database when we meet you on the course / walk. You will simply need to sign a opt-in form to give TeamWalking consent to send you marketing emails. This database will not be shared with any third parties.

You may change your preferences at any time or request that we stop sending you email marketing communications by clicking the 'unsubscribe' button at the bottom of the email marketing communications we send.

NNAS & Mountain Training - Third Parties (contract of service)

We provide courses accredited to National Navigation Award Scheme (NNAS) and Mountain Training. They require some personal information from you so they know who is attending the course, course reports can be completed and certificates sent to you. This is necessary to fulfil the contract of service between us.

We will ask you to provide this personal information directly with either NNAS or Mountain Training via their website; your personal information will then be added to their online database (managed by TahDah Verified Ltd). We can then access this information via their website in order to complete course reports; the information we can view is your name,



date of birth, gender, email, address, telephone, emergency contact, special requirements, Digital LogBook entries and feedback.

NNAS's Privacy Policy <https://nnas.org.uk/privacy-policy/>

Mountain Training's Privacy Policy <http://www.mountain-training.org/privacy-policy>

Who we share your personal information with

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations include the Health & Safety Executive, The Disclosure and Barring Service and the Police for the purposes of safeguarding children and vulnerable adults.

We may be required to share personal information with NHS Contact Tracing Services (Covid-19 track & trace).

We may share personal information with our insurers as well as our professional and legal advisors for the purposes of seeking advice, legal counsel or in the event of an insurance claim against us.

We may share a 'summary' of your personal information (name, fitness, medical information) to freelance outdoor instructors who are assisting Mark Reid with a course or walk where group numbers require more than one instructor. This information will be in printed format only, and given to the freelance outdoor instructor on the day of the course / walk and collected back by the Data Controller at the end of the course /walk.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes. We only share personal information with Third Parties where it is legally required or is essential for us to fulfil our contract with you.

How we protect your personal information

When you use our websites (teamwalking.co.uk or walkingweekenders.co.uk) you do so through secure servers (SSL). The use of Secure Socket Layer (SSL) means that all personal information is transmitted securely over the internet. Your personal information is then stored on the OpenCart eCommerce system (password protected), Mark Reid's computer (password protected) and also printed forms in course/walk folders. This information can only be accessed by Mark Reid and/or Bernadette Reid for the purposes set out above. We do NOT have access to your credit card details.

How long we keep your personal information

We will keep your personal information for 7 years (financial information and the contract between us) to comply with our legal requirements for insurance and tax (HMRC) purposes. After 7 years, this personal information will either be deleted (digital) or shredded (paper).

Your rights

You can exercise any of the following rights by writing to us at info@teamwalking.co.uk

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a "subject access request";
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- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Any requests received by TeamWalking will be considered under applicable data protection legislation and we will need to check your identity before taking any action. It may not be possible to delete all of your personal information before 7 years have elapsed from the time you made the booking for a course/walk or attended the course/walk, as we are legally required to keep good financial records for HMRC. We will reply within 30 days.

TeamWalking: 12 Wheatlands Grove, Harrogate, HG2 8JH

ICO Registration: ZA421730

Updated: 03/09/20 & 26/03/21