

## DIVE ABILITY LIMITED PRIVACY POLICY

This **Privacy Policy** sets out how Dive Ability Limited uses and protects any information that you provide when you use our services or assist us in providing any service. Dive Ability is registered with the I.C.O under number ZA278041 and is compliant with the General Data Protection Regulations (GDPR).

Dive Ability Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified from forms or when using our website, then you can be assured that it will only be used in accordance with this privacy statement.

Dive Ability Limited may change this policy from time to time by updating this page. You should check this page on the web-site from time to time to ensure that you are happy with any changes. This policy is effective from 2<sup>nd</sup> April 2018.

### **What we collect**

We may collect the following information:

- name, contact information including telephone & email address, postal address information &
- other information relevant to the services we offer

### **What we do with the information we gather**

We require this information to understand your needs as a beneficiary and provide you with a better service or to ensure your skills as a volunteer are properly and efficiently utilised for the benefit of all. In particular data is retained for the following reasons:

- internal record keeping.
- to improve our products and services.
- to evaluate suitability for and allow participation in diving or non-diving related activities, or to administer certifications to be awarded by third party training agencies.
- we will contact you periodically to check that your data is correct and that its retention is still relevant to your needs.
- we may periodically send emails about news, events, new products and/or services or other information which we think you may find interesting using the email address which you have provided.
- we may contact you by email, phone, or mail.
- we may use the information to customise the website according to your interests.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online and in hard copy forms or documents.

### **Controlling your personal information**

You may, at any time, ask that we delete all and any records relating to yourself. That request must be made by e-mail to [info@diveability.org](mailto:info@diveability.org) and will be actioned within 7 days.

You may choose to restrict the collection or use of your personal information.

You may request details of personal information which we hold about you under GDPR. Dive Ability Limited reserve the right to charge a small fee for this. If you would like a copy of the information held on you please e-mail to [info@diveability.org](mailto:info@diveability.org)

If you believe that any information we are holding about you is incorrect or incomplete, please write to the registered office or email us. We will promptly correct any information found to be incorrect. We do ask that you let us know any changes to your data such as an address change as soon as possible.

We will never sell, distribute or lease your personal information to third parties except as required to provide goods/services specifically requested by you, to administer certifications or unless we are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

#### **Data collected via our web-site.**

Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used for marketing purposes. If you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time by emailing us at [info@diveability.org](mailto:info@diveability.org) or by completing a request on the contact form of our website.

#### **Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

#### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website or its content. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.