



## Privacy policy

### OUR CONTACT DETAILS.

PMPrinted Limited t/a PMActive  
27 Carlton Tye,  
Horley Surrey,  
RH6 9XJ  
[hello@pmactivesurrey.co.uk](mailto:hello@pmactivesurrey.co.uk)  
07791498878

### THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name, addresses and contact details).
- Details of medical conditions & special needs.
- Information about local services accessed, including schools and support organisations.

### HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

The personal information we process is provided to us directly by you for access to one of our services. We also receive personal information indirectly, where we are the provider to an outside organisation and information is necessary to enable to undertake our work. For example, if you registered for an activity session through our partner organisations including Reigate & Banstead County Council.

We use the information that you have given us to support the planning and delivery of our services. At times it may be necessary to share this information with external agencies. We will inform you if this, if sharing is necessary, unless there is a risk to an individual then we have the right to share the information without your consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: [delete as appropriate]

- (a) Your consent to process your information. You can remove your consent at any time.
- (b) We have a vital interest.
- (c) We need it to perform a public task.

## **HOW WE STORE YOUR PERSONAL INFORMATION**

Your information is securely stored, via electronic means. We keep information all for 3 years. We will then dispose your information securely.

## **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 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.

Please contact us using the information at the start of this policy if you wish to make a request.

## **HOW TO COMPLAIN**

If you have any concerns about our use of your personal information, you can make a complaint to us at [hello@pmactivesurrey.co.uk](mailto:hello@pmactivesurrey.co.uk). You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>