

Privacy Policy

Activities 4 U

1. Introduction

Activities 4 U ("we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose and safeguard your information when you participate in our programmes, use our website or interact with our organisation in any way.

By engaging with Activities 4 U, you agree to the terms of this Privacy Policy. We encourage you to read this document carefully to understand our practices regarding your personal information.

2. Information We Collect

2.1 Personal Information

We may collect the following types of personal information:

- **Contact Information:** Name, address, email address, phone number
- **Demographic Information:** Date of birth, gender, age
- **Emergency Contact Information:** Names and contact details for emergency contacts
- **Health Information:** Medical conditions, allergies, medications, physical limitations, or other health information relevant to safe participation in our activities
- **Payment Information:** Credit/debit card details, bank account information, payment history
- **Participation Records:** Attendance, performance metrics, skills development, certifications

- **Images and Recordings:** Photographs, videos, or audio recordings of participants during activities and events
- **Communication Records:** Contents of emails, phone calls, feedback forms, or other communications with our organization

2.2 Information About Children

We collect personal information from or about children under the age of 18 only with verified parental consent. Parents or legal guardians must complete registration forms and provide consent for children's participation and associated data collection. We collect only the information necessary to provide safe and appropriate programmes for children.

2.3 Collection Methods

We collect information through:

- Registration forms (electronic)
- Our website and online portals
- Email, telephone, or in-person communications
- Surveys and feedback forms
- Payment processing systems
- Photography and video recording at events
- Programme evaluations and assessments

3. How We Use Your Information

We use the personal information we collect for the following purposes:

3.1 Programme Administration

- Processing registrations and managing participation

- Organising teams, groups, or classes
- Tracking attendance and participation
- Evaluating skill development and program outcomes
- Communicating schedule changes, cancellations, or program updates

3.2 Health and Safety

- Ensuring appropriate accommodations for health conditions or disabilities
- Responding appropriately in medical emergencies
- Implementing safety protocols tailored to participant needs

3.3 Financial Management

- Processing payments, fees and donations
- Maintaining financial records for accounting and auditing purposes

3.4 Communications

- Sending programme information and updates
- Distributing newsletters and organisational announcements
- Responding to enquiries and feedback
- Conducting surveys to improve our programmes

3.5 Promotional Activities

- Creating promotional materials such as brochures, social media posts, and website content
- Documenting community impact for grant applications and reports
- Recognising achievements and special events

3.6 Organisational Improvement

- Analysing participation trends and programme effectiveness
- Identifying community needs and interests
- Planning future programming and resource allocation

4. Legal Basis for Processing

We process your personal information based on one or more of the following legal grounds:

- Your consent
- Fulfilment of our contractual obligations to you
- Compliance with legal obligations
- Our legitimate interests (such as improving our programmes, ensuring safety, or promoting our mission)
- Protection of vital interests in emergency situations

5. Information Sharing and Disclosure

We respect your privacy and are committed to maintaining the confidentiality of your personal information. We do not sell, rent or trade your personal information to third parties for marketing purposes.

5.1 Information We May Share

We may share your personal information with the following entities or under the following circumstances:

- **Service Providers:** Third-party vendors who help us operate our programs (e.g., registration systems, payment processors, email service providers)
- **Partner Organizations:** Community partners with whom we collaborate on specific programmes, with your consent

- **Funding Sources:** Anonymised demographic information and programme outcomes with grant providers or sponsors (individual identities are protected)
- **Legal Requirements:** When required by law, court order or government regulation
- **Health and Safety:** With medical professionals in emergency situations
- **Consent-Based Sharing:** When you have given explicit consent for specific sharing

5.2 Safeguards for Information Sharing

When we share information with third parties, we:

- Share only the minimum information necessary for the specific purpose
- Require contractual safeguards to protect your information
- Verify the security practices of our service providers
- Obtain appropriate consents when required

6. Data Security

We implement reasonable technical, administrative and physical safeguards to protect your personal information from unauthorized access, use or disclosure. Our security measures include:

- Secure storage of physical documents
- Password protection and encryption for electronic data
- Access controls limiting staff access to personal information
- Regular security assessments and updates
- Staff training on privacy and data protection

While we strive to protect your personal information, no method of transmission or storage is 100% secure. We cannot guarantee absolute security of your information.

7. Data Retention

We retain your personal information only as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. Our retention practices include:

- Participant records: Generally retained for [2] years after last participation
- Financial records: Retained according to tax and accounting requirements
- Health information: Retained only during active participation, then securely destroyed
- Photo/video content: May be retained indefinitely for historical and promotional purposes, with consent

When information is no longer needed, we dispose of it securely through shredding of physical documents and deletion of electronic files.

8. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information, including:

8.1 Access and Correction

You have the right to access the personal information we hold about you and to request corrections if the information is inaccurate or incomplete. To update your information, please contact us using the information in Section 13.

8.2 Consent Withdrawal

You may withdraw previously given consent for specific data processing activities at any time. However, this will not affect the lawfulness of processing based on consent before its withdrawal.

8.3 Data Portability

You may request a copy of your personal information in a structured, commonly used, and machine-readable format.

8.4 Deletion

In certain circumstances, you may request the deletion of your personal information. We will comply with such requests unless we have a legal obligation or legitimate interest to retain the information.

8.5 Marketing Communications

You can opt out of receiving marketing communications from us at any time by:

- Following the unsubscribe instructions in any marketing email we send
- Contacting us directly with your request

8.6 Photo/Video Usage

You may opt out of being photographed or recorded at our events by:

- Completing the media opt-out form during registration
- Notifying staff at the beginning of programmes or events
- Contacting us to have specific images removed from our materials

9. Website and Online Services

9.1 Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance your experience and collect information about how you use our site. You can control cookies through your browser settings.

9.2 Third-Party Links

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these third parties. We encourage you to read the privacy policies of any third-party sites you visit.

9.3 Online Registration and Payments

When you register or make payments online, your information is transmitted using secure encryption technology. However, no internet transmission is completely secure, so please exercise caution when submitting sensitive information online.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by:

- Posting the updated policy on our website
- Sending an email to registered participants
- Providing notice at our facilities

Your continued participation in our programmes or use of our services after such modifications indicates your acceptance of the updated Privacy Policy.

12. Privacy of Children

We are committed to protecting the privacy of children. We collect personal information from children under 18 only with verifiable parental consent. Parents/guardians have the right to:

- Review their child's personal information

- Request deletion of their child's personal information
- Refuse further collection or use of their child's information

For more information on how we handle children's data, please contact us using the information in Section 13.

13. Contact Us

If you have questions, concerns or requests regarding this Privacy Policy or our data practices, please contact us at:

Email: admin@activities4u.org

Phone: 0207 735 81 81

14. Complaint Resolution

If you believe your privacy rights have been violated, please contact us first so we can address your concerns. If you are not satisfied with our response, you may have the right to lodge a complaint with a data protection authority or other regulatory agency.

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