

Privacy Policy

Havok Bike Park CIC

Effective Date: 27/05/2023

Havok Bike Park CIC ("we," "us," or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and other applicable data protection laws.

1. Data Controller

Havok Bike Park CIC is the data controller responsible for your personal data. If you have any questions about this policy or your personal data, you can contact us at:

- **Email:** enquiries@havokmtb.co.uk
- **Address:** Havok Bike Park CIC, Station Parade, Cornholme, OL14 8PU
- **Phone:** 07480129324

2. Data We Collect

We may collect and process the following personal data:

- **Identity Data:** Name, date of birth, gender.
- **Contact Data:** Address, email, phone number.
- **Transaction Data:** Details of services purchased and payment information.
- **Technical Data:** IP address, browser type, operating system, and device information.
- **Marketing and Communications Data:** Preferences for receiving marketing materials.
- **Emergency Contact Information:** In case of an accident.
- **Children's Data:** Personal details of individuals under 16, collected with parent/guardian consent.

3. How We Collect Your Data

We collect personal data in the following ways:

- **Direct interactions:** When you register, book a session, or contact us.
- **Automated technologies:** When you visit our website (cookies, server logs, etc.).
- **Third parties:** Payment processors, booking systems, or event partners.
- **Parent/guardian consent forms** for individuals under 16 years old.

4. Purpose of Processing Your Data

We process your personal data for the following purposes:

- To manage bookings and memberships.
- To provide customer support.
- To process payments and refunds.
- To ensure safety and emergency response.
- To send marketing communications (with your consent).
- To comply with legal obligations.

- To safeguard and manage the participation of children under 16 with appropriate parental consent.

5. Legal Basis for Processing

We rely on the following legal bases to process your personal data:

- **Contractual necessity:** To fulfil our contract with you.
- **Legal obligation:** To comply with applicable laws and regulations.
- **Legitimate interests:** To improve our services and promote safety.
- **Consent:** When you opt-in to receive marketing communications or provide parental consent for children's data.

6. Data Sharing

We may share your personal data with:

- Service providers (e.g., payment processors, IT service providers).
- Legal or regulatory authorities if required by law.
- Emergency services in the event of an incident.
- Parents or guardians when managing children's data.

We do not sell or rent your personal data to third parties.

7. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including legal, accounting, or reporting requirements. Children's data is subject to additional safeguards and is securely deleted once no longer required.

8. Children's Data and Parental Consent

If a user is under 16 years old, we require verifiable parental or guardian consent before collecting and processing their personal data. Additional safeguards include:

- Secure storage and limited access to children's data.
- Regular review and deletion of data when no longer necessary.
- Clear communication with parents/guardians regarding data usage.

9. Your Rights

Under the UK GDPR, you have the following rights:

- **Right to access** your personal data.
- **Right to rectification** if your data is inaccurate or incomplete.
- **Right to erasure** ("right to be forgotten").
- **Right to restrict processing.**
- **Right to data portability.**
- **Right to object** to processing.
- **Right to withdraw consent** at any time.

To exercise your rights, please contact us using the details provided above.

10. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or destruction.

11. Cookies

Our website uses cookies to enhance your browsing experience. For more information, please see our Cookie Policy.

12. Complaints

If you have any concerns about how we handle your personal data, please contact us. You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO):

- **Website:** www.ico.org.uk
- **Phone:** 0303 123 1113

13. Changes to This Privacy Policy

We may update this policy from time to time. Any changes will be posted on our website, and where appropriate, notified to you by email.

Last Updated: 22/01/2025