

The Island Action Sports Complex Privacy Policy

We collect information about you, such as your:

- name
- address
- gender
- date of birth
- contact details.

Information about your family and other related persons, such as:

- partners
- children
- guardians

Information about your interactions with us, such as:

- payments or services we provide you
- feedback and complaints

We may also collect information about how you use our online services, such as:

- pages you visit
- history on bookings
- online forms you fill in
- your interactions on our platform

We collect your personal information through a variety of channels. This includes paper forms, bookings, correspondence, face to face or over the telephone.

Social Media:

We use social media services such as Facebook, Instagram and You Tube to talk and promote our services with the public and our staff. When you talk with us using these social media platforms, we may collect your personal information to communicate with you and the public.

The social media platforms will also handle your personal information for its own purposes. These platforms have their own privacy policies. You can access the privacy policies for the social media platforms on their websites.

Why do we collect information?

We collect personal information about you where it is reasonably necessary for, or directly related to, one or more of our services or activities.

We may collect your personal information when it is reasonably necessary for delivering services. For example, we may collect your personal information to:

- confirm your identity
- communicate with you, including by SMS, email or our online bookings
- provide available support
- ensure correct payments are made
- manage complaints and feedback

- manage and respond to requests for information

How we store personal information:

We take reasonable steps to protect your personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include:

- storing paper records securely
- only accessing personal information on a need-to-know basis and by The Island ASC staff and its software developer
- monitoring system access which can only be accessed by authenticated credentials

To better the use of experience in both online platform and with your direct face to face communication with The Island ASC we also collect information on in order to provide training and quality practices for our staff

Sharing:

The Island ASC do not share your information with any third parties or other businesses unless we have been legally requested to do so or for any medical treatment from The Island Complex

The Island ASC reserve the right to make amendments to our privacy policy at any time



The island
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