



Privacy Policy

Our contact details

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Southside Climbing ("us", "we") is committed to protecting your privacy. At all times we aim to respect any personal information you share with us, or that we receive through 3rd parties, and keep it safe. This privacy policy states our data processing practices and your rights and options regarding the way your personal information is used.

The type of personal information we collect

We currently collect and process the following information:

Your personal information is used and collected through our website, booking system (ticketinghub.com), waiver system (forms.app) and our emails.

For example, personal information you send to us via Email, SMS Text, Telephone, WhatsApp, Messenger, Instagram, through the contact form on our website, our booking system, our waiver form.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

1. To contact us and answer questions you may have
2. To book a session with us
3. To allow you to apply to work with us
4. To manage relationships with our partners and service providers
5. To contact your emergency contact in the event of an accident or emergency
6. To audit and/or administer our accounts.
7. To satisfy legal obligations and abide by the law
8. For defence of legal claims against us

We also receive personal information indirectly, from the following sources in the following scenarios:

- a. When we obtain it through a third party.

For example, through third party booking providers such as Airbnb or Beyonk.

- b. When you visit our website

Our hosting provider (Cloudflare) collects your I.P. address when using visiting our website. Our third parties use cookies to make our website functional.

- a. When it is available publicly

For example, we may connect with you on social media platforms depending on your privacy settings on the platform. Otherwise we may interact with you if you leave us a review

We use the information that you have given us in order to interact with you online.

We may share this information with our insurers or RIDDOR (in the event of an accident or injury).

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting hayden@southsideclimbing.co.uk

Please be aware the consent on our Activity Waivers cannot be retracted during the activity unless you verbally communicate that to the instructor.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your personal details for 4 years. We will then dispose your information by deleting your records on our electronic systems.

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 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 at hayden@southsideclimbing.co.uk if you wish to make a request.

Children's Privacy

We only knowingly collect data of Under 18's through our waiver's which are filled out by parent's. If You are a parent or guardian and you are aware that your child has provided us with personal data, please contact us.

Our third parties and links to other websites.

Each of our third parties have their own privacy policies that apply to their service. Our service may contain links to other websites that are not operated by us. If you click on a third party link, You will be directed to that third party's site. We strongly advise you to review the privacy policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services

Changes to this privacy policy.

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hayden@southsideclimbing.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>