

Mountain Services - Policy



Title:	Data Protection
Summary:	This policy sets out the details of what client data Mountain Services keeps a record of, how that data is used, how it is stored and the rights clients have in relation to that data. We also detail any sharing of data that we are required to do in the operation of the services we supply.
Personal Data:	Clients can register on our website via a Username, email address and a password they choose. Additional information can also be voluntarily submitted, it is the same as the course requirement information listed below. When clients book a course or day out with Mountain Services we will ask for the following: <ul style="list-style-type: none"> • first name • last name • date of birth • email address • gender • Emergency Contact Name and Phone Number
Payment Data:	If you purchase a service or item from our website this transaction is handled via Paypal and Mountain Services have no access to your financial information.
Who sees your data:	Only Mountain Services (as defined by our Booking Conditions) see your personal data. This will be our own staff or subcontractors who we may use to provide services. Our agreement with sub-contractors expressly requires that they do not retain your personal data.
Do we share your data:	There are only two instances when Mountain Services shares your data with an outside organisation. <ul style="list-style-type: none"> • If you attend one of our qualification based Mountain or Hill Skills courses then we are required to share your data with Mountain Training UK in order for your qualification to be recognised. • If you attend one of our qualification based First Aid courses then we are required to share your data with First Aid Awards (including Nuco Training Ltd.) in order for your qualification to be recognised.
The Data Protection Act 1988:	Mountain Services stores and processes data in accordance with the Data Protection Act 1988. For the purposes of the Act Mountain Services is registered with the Information Commissioners Office as a Data Controller.
What do we do with your data:	We need your data in order to be able to provide you with our services. However: <ul style="list-style-type: none"> • Mountain Services will use data fairly and lawfully and for limited specifically stated purposes, and not further processed in any manner not compatible with that purpose. • The data will be used in a way that is adequate, relevant and not excessive, accurate and kept up-to-date if appropriate and will be handled according to Data Protection rights. • The data will not be retained for longer than is necessary and will be securely deleted as appropriate in relation to the purpose for which the data has been collected.
You and your data:	At any time clients can request from Mountain Services <ul style="list-style-type: none"> • Clients can request the deletion of their details from our records. We will comply as soon as feasible, but • Clients can delete their own records from our website. • Clients can request details of the information we hold that pertains to themselves. • We will inform clients if we experience a data breach. • This policy does not replace any rights you have in applicable law (England & Wales) Due to the nature of our activities there may occasionally be an unavoidable delay.
Date & Review:	This policy is effective from Jan 1st 2017. Mountain Services will review this policy periodically and specifically if our practices or offering alters or if there are revisions to applicable law.

