

CHLOE CHUN ACROBATICS

Privacy & Data Protection Policy (UK GDPR)



Effective date: 25 August 2026

Document owner: Chloe Chun, Owner & Head Coach

Review date: 25 August 2027, or sooner where legislation, guidance, services or business arrangements change.

This Privacy Policy explains how Chloe Chun Acrobatics collects, uses, stores and protects personal information. It applies to website visitors, parents/carers, clients, prospective clients and participants.

1. DATA CONTROLLER

The data controller is Chloe Chun Acrobatics, operated by Chloe Chun, Owner & Head Coach.

Contact: chloechunacrobatics@gmail.com

Website: chloechunacrobatics.com

2. INFORMATION WE MAY COLLECT

- Parent/carer and adult client name, contact details and correspondence.
- Child participant name, age/date of birth where necessary, emergency contact details and relevant class information.
- Health, injury, allergy, medical or accessibility information where necessary to provide safe coaching. This may constitute special category data and will be handled with additional safeguards.
- Booking, payment and transaction information. Full card details should normally be processed by the payment provider rather than stored by Chloe Chun Acrobatics.
- Coaching records, attendance, progress and competition-related information where necessary to provide the service.
- Photos and videos where separately authorised.
- Website enquiry information and technical information such as IP address or cookie information where applicable.

3. HOW WE USE PERSONAL INFORMATION

- To respond to enquiries and provide coaching.
- To process bookings, payments, cancellations and refunds.
- To manage attendance, emergency contacts, health and safety and safeguarding.
- To communicate with parents/carers and clients about sessions and business administration.
- To maintain appropriate coaching and competition records.
- To meet legal, regulatory, insurance or accounting obligations.
- To protect children, participants and others where safeguarding or safety concerns arise.
- To send marketing communications only where there is an appropriate lawful basis and, where required, consent.

4. LAWFUL BASES

Depending on the processing, Chloe Chun Acrobatics may rely on contractual necessity, legitimate interests, legal obligation, consent, or another lawful basis available under applicable data protection law. Where special category health information is processed, an additional condition under the law will be identified and appropriate safeguards applied.

5. CHILDREN'S INFORMATION

Because the business provides services to children, children's personal information will be handled with particular care. Privacy information will be made available to parents/carers and, where appropriate to the child's age and understanding, explained to the child in clear and accessible language.

6. SHARING INFORMATION

- Information may be shared with payment providers, booking/software providers, website or IT providers, venues, professional advisers, insurers or other service providers where necessary to provide the service or operate the business.
- Information may be shared with safeguarding partners, emergency services, police, local authorities or other appropriate bodies where necessary to protect a child or comply with a legal obligation.
- Children's information will not be sold for commercial reuse.

7. INTERNATIONAL TRANSFERS

Where a service provider processes personal data outside the UK, Chloe Chun Acrobatics will consider the applicable UK data protection requirements and use an appropriate lawful transfer mechanism and safeguards where required.

8. HOW INFORMATION IS PROTECTED

- Reasonable technical and organisational measures will be used to protect personal information from unauthorised access, loss, alteration or disclosure.
- Access to information will be limited to what is necessary for the person's role.
- Paper records, where used, will be stored securely.
- Passwords and account access should be protected and not shared.
- Safeguarding and health information will receive heightened confidentiality and access controls.

9. RETENTION

Personal information will be retained only for as long as reasonably necessary for the purpose for which it was collected, including relevant legal, accounting, insurance, safeguarding and dispute-resolution requirements. Different records may therefore have different retention periods. Records will be securely deleted or destroyed when no longer required.

10. YOUR RIGHTS

Depending on the circumstances, individuals may have rights to be informed, access their information, correct inaccurate information, request erasure, restrict processing, object to processing, and request data portability. Some rights are subject to legal exceptions. Requests should be sent to chloechunacrobatics@gmail.com.

11. CONSENT AND WITHDRAWAL

Where processing relies on consent, consent can be withdrawn. Withdrawal does not affect processing that was lawful before consent was withdrawn and may not affect processing that has another lawful basis.

12. PHOTOGRAPHY AND VIDEO

Marketing use of identifiable photographs or video of children will be handled separately from essential coaching administration. Where consent is the chosen lawful basis, it will be specific and can be withdrawn. Withdrawal will be handled prospectively, subject to practical and legal limitations.

13. COOKIES

The website may use strictly necessary cookies and, depending on the services enabled, other cookies or similar technologies. Non-essential cookies should only be used in accordance with applicable consent requirements. A separate cookie notice/banner should be used where required by the website's technology.

14. PERSONAL DATA BREACHES

Suspected personal data breaches will be assessed promptly. Where a breach is likely to result in a risk to individuals' rights and freedoms, the applicable reporting and notification requirements will be followed, including notification to the ICO where legally required.

15. COMPLAINTS

If you have a concern about how your personal information is handled, contact chloechunacrobatics@gmail.com first so the issue can be investigated. Individuals may also complain to the Information Commissioner's Office (ICO) where appropriate.

16. CHANGES TO THIS POLICY

This policy will be reviewed regularly and updated when the business changes its services, data processing, technology or legal obligations.

17. CONTACT

Business: Chloe Chun Acrobatics
Website: www.chloechunacrobatics.com
Email: chloechunacrobatics@gmail.com
Owner & Head Coach: Chloe Chun