

Data protection & the EU's 2018 General Data Protection Regulation

Booking information

Geckos Climbing Ltd holds the following online details on clients who have booked with us:

1. Birthday parties, taster sessions, personal tuition and holiday courses.

We hold the name of the adult placing the booking, together with their mobile phone number and email address. On occasion, such as parties and courses, we also hold the names and ages of the children involved in the activity. No payment details are held by Geckos Climbing Ltd.

2. The regular kids' club.

All data relating to the kids club, including children's names and ages and their parents' contact details are not held by us, but by www.bookingbug.co.uk, who state that:

BookingBug is currently compliant with many global Data Privacy and Information Security standards, offering a high level of data protection.

The GDPR regulation comes in to effect on 25 of May 2018 and BookingBug is working towards aligning its current processes and product offering, with this new Regulation, to continue to provide the best protection for your data.

BookingBug expects to be fully compliant with the GDPR requirements, well in advance of the regulation's start date. As the date approaches, BookingBug will be making more information available regarding its processes related to general Information Security and its compliance with GDPR.

All payment via BookingBug are processed by www.pay360.com and no credit card or payment details are held by Geckos Climbing Ltd.

3. School and youth groups

The only details kept on file are the name of the respective school, club or youth group, together with the name and contact details of the individual placing the booking. No payment details are held by Geckos Climbing Ltd.

Website visitor statistics

Geckos Climbing Ltd is able to collect statistics about website visitors using Google Analytics. However, though the IP addresses of visitors to the site are logged to help understand which pages are visited, individual visitors cannot be identified from this process.

Your data

No data held by Geckos Climbing Ltd is ever passed on to other individuals or companies. On occasion, the parents of children who climb, or have climbed, with the Kids' club, may receive information relating to climbing trips, future courses or merchandise. Any customer wishing to be removed from our distribution list should contact us at data@geckos.co.uk and they will immediately be removed.