

Privacy notice

Ripple Swim North East

Version 2.0 | 12 September 2026

This notice explains how Ripple uses information about parents, guardians and swimmers to arrange and deliver swimming lessons. It covers our website, accounts, bookings, lesson records and related communications. You can ask us to explain any part of it.

1 Who is responsible

Donovan McGrah and Lorraine Isaacs, operating the Ripple Swim North East partnership, are responsible for the purposes and handling of this information. Our business and lesson address is Juvenate Health & Leisure Club, Leonardo Hotel Middlesbrough, Fry Street, Middlesbrough TS1 1JH.

Donovan is your first contact for privacy requests. Email donmcgrah@gmail.com, call 07579 049924 or use Messages in your Ripple account. You can contact us without creating an account. Either partner can receive a request and arrange for it to be handled; ownership of the website does not remove the partnership's responsibilities for customer information.

2 Information we use

Parent and account information includes your name, email address, mobile number, relationship to the swimmer, account verification and preferences. It also includes an emergency contact number where supplied. Please tell any other emergency contact that you have provided their details to Ripple.

Swimmer information includes their name, date of birth, swimming experience, lesson selection, stage and progress. You may provide relevant health or accessibility information and additional comments. Please provide only what is needed for the booking or safe participation, rather than a full medical history.

Booking and payment information includes lesson dates, teachers, places, prices, references, hold deadlines, renewal choices, cancellations, payment and setup reports, and Admin checks. Payment records can include the amount, date, payment reference and bank transaction identifier needed to identify an incoming receipt. We do not need your online banking password or access to your bank account.

Communications include enquiries and account messages, their recipients, timestamps and read status. Lesson records can include attendance and teacher observations. Website operation also uses sign-in/session information, device and connection information processed by our hosting providers, and security and administrative records.

We usually receive information from you. Teachers and Admins add relevant lesson, progress, booking and payment updates. Our business bank provides incoming-payment information. A setup declaration is a report from a parent, not confirmation from the parent's bank.

3 Why we use information

We use parent contact and booking details to respond to your request, arrange the lesson contract, allocate places, take and reconcile payment, manage renewal or cancellation and send essential service notices. Our lawful basis is taking steps at your request before a contract and performing our contract with you.

We use swimmer age, experience, lesson and progress information, and emergency contact details, to organise suitable lessons, provide teaching, support safe participation and communicate with responsible adults. We rely on our legitimate interests in running and safeguarding the lesson service, taking account of the child's privacy, needs and reasonable expectations. A contract with a parent is not treated as a contract with their child.

For optional health or accessibility information that reveals health data, we ask for separate explicit consent from the appropriate person before using it for lesson planning and support. This is separate from agreeing to booking terms. You may withdraw that consent by contacting us. Withdrawal does not make earlier lawful use unlawful; we will discuss whether we can continue safely without that information and what adjustments may be possible.

Children have their own privacy rights. We consider their age and understanding and involve them appropriately. For a young child we normally deal with a person with parental responsibility; an older child may be able to make their own informed decisions.

We keep necessary financial records to meet tax and accounting obligations. We use proportionate security, access, message-read and administrative records for our legitimate interests in protecting accounts, preventing misuse, maintaining accurate records and resolving concerns. Where necessary, information may also be retained to establish, exercise or defend legal claims.

In a genuine emergency, necessary information may be used or shared to protect someone's vital interests. For health data, this route applies only where its legal conditions are met, including inability to consent where required. It is not our routine basis for keeping health notes.

4 Booking decisions and messages

The website checks age, suitability rules, availability, prices and payment matches. A successful matched receipt can confirm a booking automatically; an uncertain or unmatched payment goes to Admin review. It does not verify that a future standing order exists. Contact Ripple for a person to review a booking decision, correct inaccurate information or explain a payment exception.

Essential booking and payment notices are separate from optional email message alerts. Optional message summaries give an unread count without message contents. Booking notices contain the booking facts and payment instructions needed for that booking; they do not include a swimmer's medical notes or date of birth. We do not use the confirmed booking process for advertising or profiling children for marketing.

5 Who can receive information

Parents use their own account information and bookings. Assigned teachers see relevant swimmer and lesson information, including necessary health/support notes. Authorised administrators can access booking records and account conversations, including parent-teacher conversations not addressed to them, for service administration and safeguarding. Routine records and communications stay within the website and booking process. We do not operate routine paper registers, WhatsApp groups, separate customer spreadsheets or photography/marketing uses, or routinely supply swimmer records to venue staff.

Cloudflare runs hosted booking and notification processing. Supabase provides the database, authentication and related storage. Resend provides booking and notification email delivery when enabled. These services and their authorised subcontractors process information needed for their functions under the applicable service and data-processing arrangements. Email delivery also involves the recipient's email provider. Email sent directly to either partner's Gmail address is handled through Google/Gmail; avoid unnecessary health details in email.

Our business bank processes the payments you send. Its handling of banking information is covered by its own privacy information. Where necessary and lawful, limited information may also go to emergency responders, safeguarding authorities, regulators, HMRC, insurers or professional advisers. These are specific disclosures for an identified purpose, not routine access to all swimmer records. We do not sell personal information.

6 Processing outside the United Kingdom

Our technology providers operate internationally. Supabase and Cloudflare processing or support may take place outside the UK, including in the European Economic Area and the United States. Resend stores email service data in the United States; choosing a European sending region does not change that storage location. These three providers' published data-processing terms include UK transfer safeguards, including the UK Addendum to standard contractual clauses. Google also processes Gmail data internationally under its applicable privacy terms. An applicable adequacy arrangement may cover a transfer. We must check the relevant safeguard and any required assessment for our use. Contact Donovan for the applicable details or a copy of the safeguards.

7 Cookies storage and security

The website uses session cookies and related browser storage for sign-in and account security, and local settings for essential functionality and display preferences. Saved booking drafts help you continue an unfinished booking. These functions do not mean a lesson place is held before you save the booking successfully.

Access is restricted by account and role. We use technical and organisational safeguards appropriate to the information, but no online service can promise absolute security. Keep your sign-in details private and sign out on shared devices. We will explain and seek any consent required before introducing non-essential tracking or a new unrelated use of your information.

8 How long we keep information

We keep information only as long as it is needed for its purpose, taking account of active bookings, customer support, financial duties and any documented dispute or incident. We review the need for records when a booking or enquiry ends, information is replaced or consent is withdrawn, and when an account is closed. Closing an account does not automatically erase records we still need lawfully. Deleting a message from a view may leave a recoverable record or audit entry; contact us if you are requesting erasure of personal information.

Necessary tax and accounting records are generally kept for at least five years after the 31 January submission deadline for the relevant tax year, and longer where HMRC rules or an unresolved matter require it. This does not justify retaining all health notes or message contents for that period.

Routine health and support notes are kept while needed for the swimmer's participation and reviewed when that need ends. We delete or anonymise information no longer needed. A relevant incident, safeguarding concern or legal claim may require limited information to be retained longer, with the reason, access limits and applicable legal conditions considered. Backup copies may remain for their backup cycle under restricted access and are not used for ordinary customer activity.

9 Your choices and rights

Depending on the circumstances, you may ask for access to personal information, correction of inaccuracies, deletion, restriction of use, or a portable copy of information you provided. You may object to use based on legitimate interests and withdraw consent where we rely on it. These rights are not absolute; we will explain any lawful reason we cannot fully meet a request.

A child's rights belong to the child. A parent or guardian may act on their behalf where appropriate, taking account of parental responsibility, the child's understanding and their best interests. We may need proportionate identity or authority checks before releasing information.

Contact Donovan using section 1. We normally respond within one month, subject to any extension or pause the law permits; we will explain this where it applies. Tell us if you need information in a more accessible form. Choosing not to provide essential booking or contact details may mean we cannot arrange the lessons; optional information is identified separately.

10 Concerns and updates

Please raise any privacy concern with Ripple so we can try to resolve it. You may complain directly to the Information Commissioner's Office at ico.org.uk/make-a-complaint or call 0303 123 1113; you do not have to complete a Ripple complaint process first.

We will update this notice when our handling of information changes and make the current version available with the booking information. Material new purposes will be explained before the new use begins, and fresh consent obtained where needed.