Core Scuba Dive School Privacy Policy

Oct 24, 2026

This policy explains what personal information Core Scuba Dive School collects, why we use it, who we share it with, how we share it and how we keep it safe. It applies to everyone who books, trains or dives with us, visits our website, or contacts us.

About us and this policy

Core Scuba Dive School ("we", "us") is the data controller for the personal information described here. Our details are:

- **Business name:** Core Scuba Dive School Ltd (CRN 17523365)
- **Address:** Unit A, 82 James Carter Road, Mildenhall, Bury St Edmunds, IP28 7DE
- **Email:** info@corescuba.co.uk
- **Phone:** +44 7938 472737
- **ICO registration number:** Awaiting registration number

We handle your information in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Please read this policy before giving us your information. If you do not agree with it, please contact us before booking.

Effective date: 24 October 2026

Information we collect

We collect only what we need to teach you, keep you safe in the water and run the business. Some of it comes directly from you; some is created while you train or dive with us.

Category	Examples	When we collect
Identity and contact	Name, date of birth, address, email, phone, emergency contact	Booking, enrolment,
Medical information	Dive medical questionnaire answers, doctor's fitness-to-dive statement, relevant conditions or medication	Before any course, trial dive
Training and certification	Certification level and number, logbook entries, dive history, course results, instructor assessments	Enrolment and throughout
Payment	Billing name and address, payment confirmation, last four digits of card (full card details are handled by our payment	Booking and purchase
Equipment and	Height, weight, shoe and wetsuit size, equipment hire and	Hire and
Photos and	Images or footage taken during dives or courses	Only where you
Website and communication	IP address, device and browser type, pages visited, cookies, emails and messages you send us, marketing preferences	Website use and contact

Safety and premises	CCTV footage at the dive centre [if used], incident and accident reports	On site, and if an incident occurs

If you are under 18, we collect this information with the consent of a parent or guardian (see Children below). Medical information is special category data, so we ask for it only where safety requires it.

How we use your information

We use your information only for the purposes below, and each one rests on a lawful basis under UK GDPR.

Purpose	Lawful basis
Taking bookings, enrolling you on courses, providing training and guided dives	Contract
Assessing whether it is safe for you to dive, and responding to medical emergencies	Contract and legal obligation; for medical data, explicit consent and health and safety purposes
Registering you with your certification	Contract
Processing payments, issuing receipts, keeping accounts and meeting tax rules	Contract and legal obligation
Maintaining and servicing hire equipment, and keeping safety and incident records	Legitimate interests and legal obligation
Sending booking confirmations, course	Contract
Sending news, offers and trip announcements	Consent (you can withdraw at any time)
Using photos or video in our marketing and	Consent
Running and improving our website, preventing fraud and protecting our premises	Legitimate interests
Handling insurance claims and legal disputes	Legitimate interests and legal obligation

We do not sell your personal information, and we do not use it for automated decision-making that has legal or similarly significant effects on you.

Who we disclose your information to

We share your information only with the parties below, and only as far as needed for the stated purpose.

Recipient	What they receive	Why
Scuba certification agency [PADI]	Name, date of birth, medical declaration, contact details, course	To register you and issue your certification
Medical practitioners and emergency services	Relevant medical and emergency contact details	To assess fitness to dive, or to treat you in an emergency
Insurers and legal	Booking, incident and medical details	To handle claims, accidents and
Payment processors and banks [Stripe, Tide]	Billing details and transaction amount	To take payment and issue refunds

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IT, booking, email and website providers [Wix,	Contact, booking and website data	To host our systems and send communications; they act only on
Accountants and	Financial and transaction records	To keep accounts and meet tax
Dive boat operators, partner dive sites and	Name, certification level, dive experience, emergency contact	To run trips you have booked
Regulators, police and public authorities	Whatever the law requires	Where we are legally obliged to disclose, or to protect life

We may also share information with a buyer if the business is sold, on the basis that your information stays protected under this policy. We never sell your information to third parties for their own marketing.

How we disclose your information

We pass information on by the safest method available for the recipient and the sensitivity of the data.

- **Secure online portals:** Certification records go directly into the certification agency's online registration system, over an encrypted connection.
- **Encrypted electronic transfer:** Where a portal is not available, we send files by encrypted email or a secure file-sharing link, with password protection for anything containing medical details.
- **Payment processors:** Card details are entered on the processor's own secure payment page and go directly to them; we never see or store your full card number.
- **Paper records:** Medical forms and waivers are handed only to the people who need them, such as a dive instructor or doctor, and are returned to us or securely destroyed.
- **Verbal and phone disclosure:** In an emergency we may phone medical services or your emergency contact and share only what is needed to help you.
- **Written agreements:** Service providers handling your data for us are bound by a contract that limits use to our instructions and requires them to keep it secure.

We do not publish your personal information, and we send medical information only to someone with a clear safety or legal reason to receive it.

How we keep your information secure

We protect your information with technical, organisational and physical safeguards that match how sensitive it is.

Technical measures

- Encryption of data in transit (HTTPS/TLS) and of devices and stored files holding personal data
- Password-protected accounts, with unique passwords and two-factor authentication where offered
- Up-to-date security software and regular system updates
- Regular backups, stored securely and tested for recovery

Organisational measures

- Access limited to staff who need it for their role, with medical information restricted further
- Data protection and confidentiality training for all staff and instructors

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- Contracts with every provider that handles your data for us
- Written procedures for handling requests, incidents and data sharing

Physical measures

- Paper medical forms and logbooks kept in a locked cabinet and never left in public areas
- Controlled access to the office and any area where records are kept
- Secure shredding of paper records when they are no longer needed

If something goes wrong

We keep a record of any personal data breach. Where a breach is likely to put people at risk, we report it to the Information Commissioner's Office within 72 hours, and we tell affected individuals without undue delay where the risk is high. No method of storage or transmission is completely secure, but we work to keep the risk low.

Retention, your rights and other important points

How long we keep it. We keep information only as long as we need it for the purposes above or the law requires.

Information	Typical retention
Training and certification records	[e.g. 7 years after your last course]
Medical questionnaires and fitness statements	[e.g. 7 years, or until age 25 for under-18s if longer]
Financial and tax records	6 years
Incident and accident reports	[e.g. 7 years, longer if a claim is pending]
Marketing contact details	Until you unsubscribe
CCTV footage	[e.g. 30 days]

Your rights. You can ask us to give you a copy of your information, correct it, erase it, restrict or object to our use of it, or send it to you or another provider in a usable format. Where we rely on consent, you can withdraw it at any time, for example to stop marketing or photo use. Email [privacy contact email] and we will reply within one month. Some information, such as medical and tax records, we must keep for a set period even if you ask us to delete it.

International transfers. Some of our providers, including PADI, may store data outside the UK. Where they do, we make sure a lawful safeguard applies, such as a UK adequacy decision or the UK International Data Transfer Agreement.

Children. We teach divers from 8. For anyone under 18, a parent or guardian must complete the forms and consent to us using the child's information.

Cookies. Our website uses [essential cookies only / essential and analytics cookies]. You can manage them through your browser or our cookie banner [if applicable].

Complaints. Please contact us first so we can put things right. You can also complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

Changes to this policy. We may update this policy from time to time. The effective date at the end of the introduction shows when it last changed, and we will tell you of any significant changes.

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