Utopia Gymnastics Privacy Notice

Utopia Gymnastics ("Utopia", "UG", "we", "us" or "our") respects your privacy and is committed to protecting the personal information of our participants, parents and guardians, website visitors, staff, coaches, volunteers and other individuals who interact with us.

This Privacy Notice explains how we collect, use, store and share personal information when you use our website, contact us, register for or participate in our gymnastics activities, use our facilities, make payments, enter competitions through us, or otherwise interact with Utopia.

We review this Privacy Notice regularly and may update it when our activities, services or legal obligations change.

1. Who we are

Utopia Gymnastics is responsible for deciding how and why personal information relating to our participants, parents/guardians, customers and website users is processed.

Utopia Gymnastics Ltd
Units 1 & 2 Prince of Wales Mill
Birds Royd Lane
Brighouse
HD6 1LQ
Telephone: 0330 0580973
Email: info@utopiaactive.co.uk
Director and Head Coach: Kirstie Limbert
Company number: 11290673
VAT registration number: 295 6522 67
British Gymnastics membership number: 90534

If you have any questions about how we use your personal information, please contact us using the details above.

2. What personal information do we collect?

Depending on how you interact with Utopia, we may collect and use the following types of information.

Participants and parents/guardians

This may include:

- Name and date of birth.
- Parent/guardian names and contact details.
- Address and emergency contact details.
- Gender where required for gymnastics administration or competition entry.
- Class, training and attendance information.
- Competition and performance information.
- Information about gymnastics experience and ability.
- Relevant medical, health, disability or additional-support information.
- Information relating to safeguarding where necessary.
- Payment and billing information.
- Records of communications with you.

Website visitors

When you use our website, we may collect information such as:

- IP address.
- Information about the device and browser you use.

- Pages visited and how you use our website.
- Technical and usage information.
- Information collected through cookies and similar technologies.
- Website traffic, referral sources and visitor interactions, where analytics consent has been provided.

Information you provide when contacting us

We may collect information you provide when you contact us by email, telephone, social media, through our website, in person or by any other means.

CCTV

CCTV operates at our premises, including internal and external areas, for purposes including security, safeguarding, crime prevention and the safety of participants, visitors and staff.
CCTV footage is normally retained for 14 days, after which it is securely deleted unless it is required for an incident, investigation, safeguarding matter, insurance claim or legal purpose.

Staff, coaches and volunteers

Where appropriate, we collect and process information relating to staff, coaches, volunteers and job applicants for recruitment, employment, safeguarding, administration and legal purposes.

3. Information relating to children

Utopia provides activities for children and young people. We recognise that children's personal information requires particular care.
We collect and use children's information only where necessary to provide our services, support their participation in gymnastics, maintain their safety and wellbeing, meet our legal and safeguarding responsibilities, administer competitions and events, or for another clearly identified purpose.
Where appropriate, we communicate with parents or guardians regarding the personal information of children in their care.
We take appropriate steps to ensure that children's personal information is accessed only by individuals who need it for legitimate operational, safeguarding or administrative purposes.

4. Health, medical and additional-support information

Gymnastics is a physical activity and it is important that we have relevant information about medical conditions, injuries, disabilities, allergies or additional support needs where this is necessary to help us keep participants safe and support their inclusion.
Some health information is considered special category data under UK data protection law and requires additional protection.
We will only collect and use this information where there is a valid reason to do so and will limit access to those who need the information for appropriate purposes.
We may use relevant information to:

- Carry out appropriate risk assessments.
- Support safe participation in gymnastics.
- Respond appropriately to injuries or medical emergencies.
- Support reasonable adjustments and inclusion.
- Meet safeguarding and health and safety responsibilities.
- Comply with legal or regulatory requirements.

5. How we use personal information

We may use personal information to:



- Process registrations, bookings and memberships.
- Provide gymnastics classes, coaching and other activities.
- Communicate with participants and parents/guardians.
- Manage attendance and class records.
- Process payments and purchases.
- Manage competitions, events and training.
- Enter participants into competitions and events.
- Maintain appropriate emergency contact information.
- Carry out relevant health, safety and risk assessments.
- Support participants with disabilities or additional needs.
- Manage safeguarding responsibilities.
- Maintain appropriate employment and volunteer records.
- Respond to enquiries, comments, complaints and requests.
- Maintain the security of our premises and facilities.
- Operate, maintain and improve our website.
- Analyse website traffic, visitor behaviour and engagement using Google Analytics 4 (GA4), where the required consent has been provided.
- Measure the effectiveness of our advertising and marketing campaigns.
- Use Meta (Facebook and Instagram) advertising services to promote Utopia and its activities and support advertising and remarketing activities.
- Improve our online services, website functionality and visitor experience.
- Send information about Utopia activities, news and opportunities where we have the appropriate permission or another lawful basis to do so.
- Meet our legal, regulatory and insurance obligations.
- Prevent and detect crime, fraud or other unlawful activity.
- Protect the safety and wellbeing of participants, staff and other individuals.

6. Our lawful bases for using personal information

UK data protection law requires us to have a lawful basis for using personal information. The appropriate basis depends on why we are using the information.

Depending on the circumstances, we may rely on:

Contract: Where processing is necessary to provide a service or fulfil an agreement with you, such as registering a participant for classes or managing a membership.

Legal obligation: Where we need to use information to comply with a legal requirement.

Legitimate interests: Where using information is necessary for the legitimate operation, administration, security or development of Utopia and does not unfairly override an individual's rights and interests.

Consent: Where we ask you to give us permission to use information for a particular purpose, such as certain marketing communications, photography and promotional activities, or non-essential website cookies and tracking technologies.

Vital interests: Where information is necessary to protect someone's life or prevent serious harm, such as in an emergency.

Where we process special category information, such as relevant health information, we will also rely on an appropriate additional condition under data protection law.

Where we rely on consent, you can withdraw that consent at any time. This will not affect the lawfulness of processing carried out before consent was withdrawn.

7. Our booking and membership system

We use ClubRight to help us manage memberships, registrations, class bookings, attendance, participant information and related administration.
ClubRight processes personal information on our behalf as a data processor. Utopia remains responsible for deciding how and why your personal information is used.
ClubRight states that member data is encrypted in transit and at rest and that member data is stored using Microsoft Azure cloud infrastructure.
ClubRight does not store payment card information; payment details are handled by the relevant payment providers.

8. Payments
We use third-party payment providers to process payments and Direct Debit instructions.
Depending on the payment method used, these providers may include:

- Takepayments.
- London & Zurich.
- Stripe.

We do not normally have access to or store complete payment card details.
Payment providers may process personal and financial information in accordance with their own privacy notices and applicable data protection requirements.

9. Photography and video
We may take photographs and video recordings during training, competitions, events and other Utopia activities.
These may be used for:

- Coaching and training purposes.
- Reviewing and developing gymnastics performance.
- Internal Utopia communications.
- Utopia's website.
- Utopia's social media channels.
- Promotional and marketing materials.

Where photography or video is used for promotional purposes, we will follow our safeguarding and photography/video procedures and obtain consent where required.
If you do not want your child to appear in promotional photography or video, please contact us.

10. Competitions and British Gymnastics
Utopia participates in gymnastics competitions and events, including those governed or organised by British Gymnastics and other external organisations.
Where necessary, we may share information required to register a participant for a competition or event. This may include:

- Name.
- Date of birth.
- Gender.
- Club information.
- Competition category.
- Relevant registration or membership information.

We will only share information that is reasonably required for the relevant competition or event.
Competitions may also involve independent photographers, videographers, media organisations and spectators. Utopia cannot necessarily control the personal information or images collected independently by these third parties at public events.

11. Who do we share information with?

We may share personal information where necessary with:

- British Gymnastics.
- Competition and event organisers.
- Coaches and relevant Utopia staff.
- ClubRight.
- Takepayments.
- London & Zurich.
- Stripe.
- Google, including Google Analytics 4 and other relevant Google services.
- Meta Platforms, including Facebook and Instagram, in connection with our advertising and marketing activities.
- Our third-party website hosting and technical support providers.
- Other website, IT and service providers where necessary.
- Professional advisers, insurers and auditors where necessary.
- Emergency services or relevant authorities where necessary.
- Law enforcement or other authorities where we are legally required to do so.
- Other organisations where sharing is necessary to protect someone's safety or comply with a legal obligation.

Where we use another organisation to process personal information on our behalf, we take appropriate steps to ensure that information is handled securely and in accordance with applicable data protection requirements.

We do not sell personal information.

12. International transfers

Some of the services we use may involve personal information being processed outside the UK. Where this occurs, we will take appropriate steps to ensure that any transfer is carried out in accordance with applicable UK data protection law and that appropriate safeguards are in place.

Our service providers may use infrastructure or sub-processors located outside the UK. For example, ClubRight states that some of its sub-processors are located outside the UK and European Economic Area and that appropriate safeguards are used for international transfers.

13. How long do we keep personal information?

We only keep personal information for as long as it is reasonably necessary for the purpose for which it was collected, unless we are required to keep it for longer by law or for another legitimate reason.

Different types of information may be retained for different periods.

For example:

- **CCTV footage:** Normally 14 days unless required for an incident, investigation, safeguarding matter, insurance claim or legal purpose.
- **Financial and payment records:** For the period required by tax, accounting and other legal requirements.
- **Participant and membership information:** For the duration of participation and for an appropriate period afterwards where necessary for legal, safeguarding, insurance or administrative purposes.
- **Safeguarding records:** In accordance with our safeguarding procedures and applicable legal requirements.



- **Competition records:** For as long as reasonably necessary for competition administration, safeguarding, insurance and appropriate historical records.
- **Website and analytics information:** In accordance with the retention periods and settings applicable to the relevant analytics and website service providers.

We will securely delete or dispose of personal information when it is no longer required.

14. Cookies, Analytics and Website Tracking Technologies

Our website is built using WordPress and is managed and hosted through a third-party hosting provider.

Our website uses cookies and similar technologies to ensure the website operates correctly, improve the experience of visitors and help us understand how people use our website.

These technologies may include essential website cookies, analytics cookies, advertising cookies and other similar technologies.

Website Analytics – Google Analytics 4 (GA4)

We use Google Analytics 4 (GA4) to understand how visitors find and use our website.

This may include information about:

- Pages visited.
- Website traffic and visitor interactions.
- Device and browser information.
- Referral sources.
- General website usage and engagement.

This information helps us monitor website performance, understand visitor engagement and improve our online services.

Google Analytics uses cookies and similar technologies to collect website usage information.

Non-essential analytics technologies will only be activated after the appropriate consent has been provided.

Advertising and Remarketing – Meta (Facebook and Instagram)

We use Meta (Facebook and Instagram) advertising services to help promote Utopia, reach relevant audiences and support our advertising and remarketing activities.

We use these services to manage and measure the effectiveness of our marketing campaigns.

Meta Pixel is not currently installed on our website. Therefore, we do not currently use the Meta Pixel to collect website visitor activity.

Any future introduction of additional website tracking technologies, including advertising pixels, will be reflected in our cookie information and managed in accordance with applicable consent requirements.

Website Hosting and Platform

Our website is built using WordPress and is managed and hosted through a third-party hosting provider. Our hosting and technical service providers may process certain technical information where necessary to maintain website functionality, security and performance.

Managing Cookies and Consent

Some cookies and technologies are strictly necessary for our website to operate. Others, including non-essential analytics and advertising technologies, will only be activated after the appropriate consent has been provided.

Our website uses a cookie consent banner which allows visitors to:

- Accept non-essential cookies.
- Reject non-essential cookies.
- Manage their cookie preferences.

Non-essential analytics and advertising tracking technologies are configured to remain inactive until the required consent has been provided.
Visitors can change their cookie preferences through the website's cookie settings. They can also manage or disable cookies through their browser settings, although disabling certain cookies may affect website functionality.
Further information about the specific cookies used, their providers, purposes and how long they remain active will be available through our cookie information or cookie settings.
We review the cookies and tracking technologies used on our website periodically and update our cookie information when our website services or technology providers change.

15. Your data protection rights
Depending on the circumstances and the lawful basis we rely on, you may have rights under UK data protection law, including:

- **The right to be informed:** To understand how we use your personal information.
- **The right of access:** To request a copy of the personal information we hold about you.
- **The right to rectification:** To ask us to correct inaccurate or incomplete information.
- **The right to erasure:** To ask us to delete information in certain circumstances.
- **The right to restrict processing:** To ask us to restrict how we use your information in certain circumstances.
- **The right to object:** To object to certain uses of your personal information.
- **The right to data portability:** To request your information in a portable format in certain circumstances.
- **The right to withdraw consent:** Where we rely on consent, you can withdraw it at any time.

Your right to object to direct marketing
You have an absolute right to object to the use of your personal information for direct marketing purposes.
If you object, we will stop using your information for direct marketing.
Not all rights apply in every situation. For example, we may need to retain certain information to comply with a legal obligation or to establish, exercise or defend legal claims.
Withdrawing consent does not affect the lawfulness of processing that took place before you withdrew it.

16. How to exercise your rights
If you would like to exercise any of your data protection rights, or have a question about how we use your personal information, please contact:
Email: info@utopiaactive.co.uk
Telephone: 0330 0580973
Post: Utopia Gymnastics, Units 1 & 2 Prince of Wales Mill, Birds Royd Lane, Brighouse, HD6 1LQ
We may need to ask for information to confirm your identity before responding to certain requests.
We will respond to requests in accordance with applicable data protection law.

17. Complaints
If you have concerns about how we have handled your personal information, please contact us first so that we have an opportunity to address your concerns.



You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator.
You can find information about making a complaint at:
https://ico.org.uk/make-a-complaint/

18. Third-party websites and services
Our website may contain links to websites or services operated by third parties.
We are not responsible for the privacy practices or content of those organisations. We recommend that you read the privacy information provided by any third-party website before submitting personal information.

19. Changes to this Privacy Notice
We may update this Privacy Notice from time to time to reflect changes to our services, how we use personal information, the technologies used on our website or changes in legal or regulatory requirements.
The latest version will always be published on our website.

Last updated: November 2026