

Privacy Policy

This privacy policy covers the information RP3 Rowing UK collects about you when you use our products or services or otherwise interact with us. This includes, for example, use of our website and interaction through social media or through contact at events that we attend.

The purpose of this policy is to explain how, why, and when we collect and use your personal information, along with an explanation about your rights.

1.0 What information do we collect?

We may collect information about you when you provide it to us, when you use our services and when third party services provide it to us as explained below.

The information may be formed of non-identifiable/ non-personal information and/or individually identifiable/personal information.

1.1 Non-personal information

Non-personal information does not enable us to identify the individual from which it was collected. It may consist of our website visitors' navigation information of our website, time spent on each page, the type of device used to access the website (eg. Mobile or PC) and where the website was accessed from (eg. Search engine or Instagram link).

1.2 Personal information

Personal information includes information provided that identifies an individual. We may collect personal information from you when you fill out one of our forms or contact us, this includes:

- Personal identifiers including: Contact details (email addresses, phone numbers), Addresses, Name, Age, sex, and links to your social media.
- Commercial information, such as the products or services you have purchased from us or enquired about.
- RP3 workout information, formed from the data you submit from your RP3 workouts for our records document.

2.0 How we collect the information

1. **Automatically, through the use of our website** – When you visit our website, we are aware of it and may collect non-personal information as detailed in section 1.1.
2. **Information you provide to us voluntarily** – We also collect the data you provide through correspondence with us. This includes, for example, information you submit through our online forms, communicate to us through email or phone call, or send to any of our social media pages.

3.0 How we use the information you provide

We may collect information from you for the following purposes:

1. **To communicate with you** – the contact and commercial information we collect allows us to communicate with you to discuss your purchases and enquiries, and to enable us to arrange delivery or servicing with you.
2. **For customer support** – we may use the information you provide to help to resolve technical issues you encounter and continue to improve our products and services.
3. **For our RP3 records document** – we collect the data you provide when you submit information to the “RP3 records document” this enables us to build and maintain the document, and to verify and display new records.
4. **To improve our services through analytics** – the information we collect allows us to identify popular and unpopular pages and products on our website along with common navigation patterns. This enables us to further improve and refine our services.
5. **To comply with applicable laws and regulations.**

4.0 Information storage

We store information received from you in different places depending on the type of data and how we received it. Information related to communication with you (eg. Email address/phone number) is stored by us and allows us to contact you regarding your purchases, enquiries, questions and so on. Information you supply when you submit an “RP3 record” is stored in a document containing details of all records which anyone can view, this information however, does not include any of your personal contact information other than your name. Finally, all information you submit to us through any of the contact forms on our website is stored in a database by Wix, who host our website. We are able to remove or amend data in this database as necessary.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for.

5.0 Sharing of information

When you submit a score for the “RP3 records” database, you are agreeing to allowing us to share the following information you provide on the database which can be viewed by the public:

- Your name, age, sex, and weight bracket (heavyweight or lightweight)
- Information about the sore you submit

We do not share any of the other information you submit to our site.

6.0 Your rights regarding your personal information

We recognise that your personal information is your business and therefore you have the following rights regarding it:

- **Right of access** – you have the right to request detail of the information that we hold about you.

- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** – you can ask for the data we hold about you to be erased.

7.0 Cookies

Our website puts small files (known as Cookies) onto your device browser to collect information about how you navigate our website. Cookies are used to:

- To enable us to improve your experience of our website by measuring how you use it.
- To identify you if you are a registered user of our site.
- To some settings and preferences.

The table below describes the types of cookie that using our website will place on your browser. The information in this table was provided by Wix (our website hosts) and is available in more detail at <https://support.wix.com/en/article/cookies-and-your-wix-site>.

Cookie name	Duration	Purpose
ForceFlashSite	Session	When viewing a mobile site (old mobile under m.domain.com) it will force the server to display the non-mobile version and avoid redirecting to the mobile site
hs	Session	Security
smSession	Persistent (Two days or two weeks)	Identifies logged in site members
XSRF-TOKEN	Session	Security
svSession	Persistent (Two years)	Identifies unique visitors and tracks a visitor's sessions on a site
SSR-caching	Session	Indicates how a site was rendered.
smSession	Persistent (Two weeks)	Identifies logged in site members

8.0 Contact details

If you have any concerns or questions regarding how or why we collect, use, or store your information, or you would like to exercise your rights (detailed in section 6.0) please contact us:

Email: info@rp3rowing.co.uk

Website: www.rp3rowing.co.uk

Phone: +447756136600