

Privacy & Cookies

This Privacy Policy sets out how Wing Surf School Ltd ("WSS") (Company Number 13422108), Foiling Collective Ltd ("TFC") (Company Number 16721574), and Wing Surf Ltd (Company Number 12728234) use and protect any information that you give us when you use this website or purchase goods or services from us.

Wing Surf School Ltd, Foiling Collective Ltd and Wing Surf Ltd operate collaboratively under the trading brand "The Foiling Collective". Depending on the products or services you purchase or enquire about, your personal information will be collected and processed by the relevant company providing those goods or services. Where necessary to administer bookings, fulfil orders, provide customer support or manage our business operations, your personal data may be shared between these companies.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this Privacy Policy.

We may change this Privacy Policy from time to time by updating this page. You should check this page periodically to ensure that you are happy with any changes.

This Privacy Policy was last updated on 10 July 2026.

What We Collect

We collect personal data to process your orders, bookings, enquiries and to provide our goods and services.

The information we may collect includes:

- your name and billing address;
- delivery name and address (where applicable);
- email address;
- telephone and mobile number;
- IP address;
- date of birth (optional and only where voluntarily provided or required for a booking or event);
- booking details and attendance records;
- medical information you voluntarily provide where relevant to your participation in watersports activities;
- emergency contact details where required for lessons, coaching or events;
- your communications with us.

Your payment information will be collected and securely processed by one of our payment providers (such as Revolut, Stripe or PayPal). We do not store your debit or credit card details.

If you choose to create an account with us, we will collect your name, address, email address, password, order history, login details, pages viewed, shopping cart items and newsletter preferences.

We also collect information about your browsing behaviour to help us understand how visitors use our website, improve its functionality and enhance the customer experience.

We will only collect personal data that is necessary for the purposes for which it is processed.

What We Do With the Information We Gather

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We use your personal data to:

- process your orders and bookings;
- contact you regarding your orders or bookings;
- arrange delivery of goods;
- administer lessons, coaching sessions and events;
- manage participant safety and welfare;
- maintain customer records;
- respond to enquiries and provide customer support;
- operate our website and deliver requested services;
- maintain our financial records and comply with legal obligations;
- improve our products, services and website;
- send marketing communications where you have consented or where otherwise permitted by law;
- personalise your experience on our website.

How We Share Your Data

Your personal data will be treated as confidential.

We may share your personal information with:

- delivery companies and couriers;
- payment providers;

- website hosting providers;
- Google Analytics or other website analytics providers;
- HM Revenue & Customs and other government authorities where required by law;

Wing Surf School Ltd, Foiling Collective Ltd and Wing Surf Ltd where necessary to administer bookings, fulfil orders or provide customer support.

We use third-party booking and reservation systems, including FareHarbor and Viking, to manage bookings, process reservations, communicate with customers and administer our services. These providers process personal data on our behalf in accordance with applicable data protection laws.

We will never sell your personal information to third parties.

How Long We Keep Your Data

Customer orders – retained for as long as required to comply with our legal and accounting obligations.

Customer enquiries – normally retained for up to one year unless a booking or purchase is made.

Medical information collected for lessons and coaching will only be retained for as long as necessary to administer your booking, comply with our legal obligations and manage any insurance or safety requirements.

Cookies

A cookie is a small text file placed on your computer or device which helps websites function effectively and improve your browsing experience.

We use cookies to:

- remember your preferences;
- analyse website traffic;
- improve website functionality;
- understand how visitors use our website.

Where required by law, we will ask for your consent before placing non-essential cookies on your device.

You can choose to accept or decline cookies through your browser settings or our website cookie banner. Please note that disabling cookies may affect the functionality of parts of the website.

Links to Other Websites

Our website may contain links to other websites.

Once you leave our website, we have no control over the privacy practices of those websites and cannot accept responsibility for the protection and privacy of any information which you provide whilst visiting them. You should review the privacy policy of any website you visit.

Your Rights

Under UK data protection law you have the right to:

- request access to your personal data;
- request correction of inaccurate personal data;
- request deletion of your personal data where applicable;
- request restriction of processing;
- object to certain processing activities;
- request transfer of your personal data where applicable;
- withdraw your consent where processing relies upon consent.

If you wish to exercise any of these rights, please contact us using the contact details provided on our website.

Controlling Your Personal Information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request access to, correction of or deletion of your personal information where applicable.

If you believe that any information we are holding about you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any inaccurate information.

If you are unhappy with how we process your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).