

Greystoke and District Sports Association: Privacy Notice

This privacy notice describes how the Greystoke and District Sports Association (reg. charity 1177906) uses your personal information.

We are committed to protecting and respecting your privacy.

For the purpose of the Data Protection Act the data controller is Greystoke and District Sports Association, Church Road, Greystoke, Penrith, Cumbria, CA11 0TW.

Questions, comments and requests regarding this privacy policy are welcomed and should be sent to greystokepool@gmail.com or Greystoke and District Sports Association, Church Road, Greystoke, Penrith, Cumbria, CA11 0TW.

We may update our privacy notice occasionally in order to ensure it matches our policy and procedures and latest legislative requirements. You can check for the latest version of our privacy notice on our website where it will be published at <http://greystokepool.org.uk>

What does this privacy notice apply to?

Personal information is any data that can be used to identify an individual, such as a name, address, phone number or email This policy covers all personal information we hold about you, however we obtain it.

We collect information at different points during our relationship with you for example: when you browse our website, when you book a session at the swimming pool, when you become a member of the adult swimming club and/or purchase a season ticket, if you contact us, if you volunteer with us, if you supply us with goods and services or if you support us with a donation or gift.

What information does the Sports Association collect and why?

We collect different information depending on what you want to do and how you interact with us. We need to tell you what we use your information for and the reason why we use it.

1. **Information you give us.** You may give us information about you such as your name, address, gender, age and contact details by:
 - Filling in forms on our website
 - Corresponding with us by phone, email or otherwise
 - When you purchase services from us including booking a pool session
 - When you join the adult swimming club
 - When you request or register to receive information from us
 - When you provide us with feedback, report a problem or make a complaint
 - When you volunteer for us or participate in a fundraising activity.

2. **Information we collect about you.** When you interact with us we may automatically collect the following information.

- Our website uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and helps us to improve our site. Our site is not enabled to track usage via cookies, except for the use of google analytics. Information on Google Analytics privacy policy can be found here <https://support.google.com/analytics/answer/6004245>
- If you utilise our services, we may record dates and times that you made use of our services for you and anyone accompanying you to meet our legal or contractual requirements
- If you or someone with you have are involved in an incident, accident or report a problem then we may make a record of the event to meet our legal or contractual requirements and to improve experiences and safety in the future

3. **Information we receive from other sources:**

- If someone else arranges services from us that you participate in, then we may require them to provide us with your personal information to ensure that we can meet our contractual requirements and to ensure your safety when you are with us
- If you make a donation via a third party then we may request your personal information in order to ensure that we can provide an acknowledgement, report on what your donation has achieved or meet our legal or contractual requirements
- If you volunteer for us, then we may undertake a check with the Disclosure and Baring Service (DBS) or other relevant authorities and request information from referees to meet our contractual or legal requirements

What do we do with your information?

We may use the information we hold about you in the following ways:

- To carry out our obligations to you arising from any contracts entered into between you and us and to provide any services or information that you may request
- To carry out our obligations to you arising from any contracts entered into on your behalf by a third party and to provide any services or information that you may request
- To keep our services and activities safe and secure and to prevent or detect fraud or other criminal behaviour
- To promote the public benefit and the wider impact of the charity
- To inform you as a previous or prospective beneficiary of the charity of services, opportunities or events that may be of interest to you.
- To inform you as a previous or prospective supporter of the charity of events or appeals that may be of interest to you.

So that you are kept informed about our courses, events, activities and facilities, we may send you information by post or telephone (unless you have asked us not to do so).

If you have given us your consent to receive communications by email, are a customer of ours or a volunteer or have previously supported the Sports Association with a donation we may also send

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you this information by email. However, in every email message we send you, we will give you the opportunity to unsubscribe from our mailings altogether.

We do not provide your personal information to external organisations for their own marketing or fundraising purposes without your explicit consent. If at any time you do not want your information used for direct marketing or fundraising purposes or if you decide that you no longer wish to receive emails from us, please contact us at greystokepool@gmail.com.

Who do we share this information with?

We may share your personal information with our suppliers carrying out work on our behalf, which covers companies such as IT services, banking services, financial service providers, consultants, marketing agencies and communications providers. We will only share personal data with them if they have signed a contract with us that requires them to abide by the requirements of the Data Protection Act, treat your information as carefully as we would, only use the information for the purpose which it was provided and allow us to carry out checks to ensure they comply with these requirements.

We may disclose information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements or to protect the rights, property, or safety of the Greystoke and District Sports Association, our customers, or others.

Apart from the circumstances above, we will never share your personal data with third parties without your explicit consent to do so.

How long do we keep your information?

We only hold your personal information for as long as is necessary to provide services to you unless there is a requirement to hold that information for a longer period – for example our insurers require us to hold certain information for certain periods of time, or we may be subject to a statutory obligation to keep hold of your information.

How do we keep your personal information secure?

Information we hold is stored on computers located in the UK and may also be stored as paper copies by us. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect, including data encryption and electronic password protection.

Your rights

The Data Protection Act gives you the right to:

- Access information held about you, although we can refuse or charge for requests that are manifestly unfounded or excessive
- Have inaccurate personal data corrected or erased
- Object to our collection, processing or storage of any personal information that we hold about you

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You may make the request in writing or by email to Greystoke and District Sports Association at the contact details below. We will respond within 30 days.

Subject Access Request
Greystoke and District Sports Association
Church Road,
Greystoke, Penrith,
Cumbria, CA11 0TW.

If you submit your request via email, please send it to **greystokepool@gmail.com**, with “Subject Access Request” in the subject line. Sending it without this wording or to an alternative email address, such as that of an individual member of staff, will not guarantee your request prompt attention.

More information on your rights under the Data Protection Act can be found on the website of the Information Commissioners Office at www.ico.org.uk

Changes to this Notice

Any changes we may make to our privacy notice in the future will be updates on our website at: <http://greystokepool.org.uk>

This privacy notice was last updated on **21 July 2018**.