



Tattenhall Recreation Club
Memorial Pavilion
Field Lane
Tattenhall
Chester
CH3 9QF

TATTENHALL SPORT AND LEISURE

PRIVACY POLICY



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Tattenhall Recreation Club Limited

Tattenhall Recreation Club Limited (Sport Tattenhall, "we", "us" and "our") is registered with the Information Commissioner's Office (ICO) as a data controller for the purposes of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) under registration number ZA810304.

Protecting your personal data

We are committed to safeguarding your personal information and we comply with all data protection laws including:

- The Data Protection Act 2018.
- The General Data Protection Regulation (GDPR).
- Any regulations made under or to supplement either of the above, relating to the personal information that we collect about you.

This policy applies to any personal data that we collect from you. Reference to personal data or "information" within this policy relates to any information that could be used to identify you, either directly or indirectly when combined with any other information we may hold about you. The privacy policy explains:

- What personal data we collect about you,
- Why we collect that personal data,
- Who we share your personal data with,
- Why we might contact you and how you can change that,

- How long we retain your personal data,
- How we keep your personal data secure,
- What rights you have in relation to your personal data.

Please read this privacy policy carefully to understand our views and practices regarding your personal data and how we will treat it.

We hold some or all of the following personal information:

- Personal data you have provided to us when you enquire or become a Member of us or apply for a job with us including name, address, contact details (including email address and phone number).
- The name and contact details (including phone number) of your next of kin.
- Details of referrals, quotes and other contact and correspondence we may have had with you.
- Notes and reports about your health and any treatment and care you have received and/or need, including about skin clinic visits and creams or treatments administered.
- Patient feedback and treatment outcome information you provide.
- Entered competitions and promotions that we have ran.
- Information about complaints and incidents.
- Information given us when you make a payment to us, such as financial or credit card information.
- Other information received from other sources, including from your use of websites and other digital platforms we operate or the other services we provide, information from business partners, advertising networks, analytics

providers, or information provided by other companies who have obtained your permission to share information about you.

- Completed our forms, or otherwise provided information to us, when accessing and/or using the products and services we make available, whether in our club or otherwise; some of that information may be considered sensitive personal data for the purpose of the Act, and we will ask you for your specific written consent for us to use that information before you give that information to us, and we will tell you how we intend to use that information when we ask you for your consent.
- Where you have named someone as your next of kin and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.

Personal data we collect about you

- We store the personal data we collect about you while using our services and facilities within our Club. This may include:
 - Fitness class booking history.
 - Financial transaction information.
 - CCTV video and images.
 - Visits to one of our websites.
 - Enquiries about any of our services.
 - Financial transaction on our website.
 - Participation in promotion or other marketing activities.

- Participation in a competition organised by us.
- Contacting us, for example by email, telephone or social media.
- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

In the interests of training and continually improving our services, calls to us may be monitored or recorded.

Personal data relating to children

We hold data relating to members 16 years of age and under in order to provide fitness and sporting services specifically for children. We collect and process this data with the consent of a parent or holder of parental responsibility.

Information we receive from other sources.

If you are an employee of one of our corporate clients who has taken up one of our services, we may be passed your name, contact number and email address, in order to get in touch with you to arrange an appointment or collect further information from you.

Reasons for collecting that personal data

We collect and store your personal data in order to provide you with membership-related services, such as access to our facilities. The legal basis for processing any personal information as part of this request is on the basis of performance of a contract or to take necessary steps to enter into a contract. Examples includes:

- Registering you for membership of our club;
- Managing your membership account and the products and/or services available to you through it;
- Collecting and managing your payment for membership and, if you do not pay, for taking such steps as are necessary to arrange for you to make that payment
- To notify you about changes to our products or services;
- CCTV use;
- To contact members to provide them with information about offers, products and services through email, SMS and telephone.

Who we share your personal data with

In the usual course of our business we may disclose your personal data (to the extent necessary) to certain third party organisations that we use to support the delivery of our services. This may include the following:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with you,
- Organisations providing IT systems support and hosting in relation to the IT systems on which your information is stored,
- Third party debt collectors for the purposes of debt collection,
- Delivery companies for the purposes of transportation,
- Third party service providers for the purposes of storage of information and confidential destruction; and

- Third party marketing companies for the purpose of sending marketing emails, subject to obtaining appropriate consent.
- Where a third party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under Data Protection Laws.
- Receiving communications from Tattenhall Recreation Club Limited (Sport Tattenhall) and updating your preferences
- For new customers, we may contact you to promote our products and services if you have provided your explicit consent for us to do so.

Right to object

You have the right to object to the processing of your/their personal data in certain circumstances.

Retention of personal data

We do not retain personal data for as long as necessary and we will retain personal data provided to us for the period of your membership and for the following 3 months. Once the period has elapsed, we will securely destroy your personal data.

Security of personal data

We take the confidentiality, integrity and availability of your personal data seriously and have implemented technical and organisational measures to ensure that your information is kept secure. We conduct assessments to ensure the on-going security of our information systems.

All information you provide to us is stored securely on password-protected database and users (Processors and Controllers) of said database are trained in GDPR.

Where we have given you (or where you have chosen) a password that enables you to access certain parts of our website, you are responsible for keeping that password confidential. We ask you not to share a password with anyone.

Personal data and your rights

You have the right to obtain a copy of your personal data held by us as well as other supplementary information. If you would like to request a copy of your personal data please email info@sporttattenhall.co.uk and we will respond to your request without undue delay and at the latest within one month of receipt of the request.

We may also ask you to provide ID in order for us to confirm your identity. We may ask for one of the following to verify your identity:

- Passport;
- Driving licence;
- Birth or marriage certificate;
- Utility bill.

We will only request identification where appropriate. If so, we will contact you as soon as practicable to inform you further information is required to respond to your request.

You have the right to have inaccurate personal data rectified. If you believe we are processing inaccurate or incomplete personal data about you, please submit your request to rectification by email to info@sporttattenhall.co.uk.

It is your right to request the deletion of your data from our records, except (as explained above). If you would like to submit a request for erasure of data, please send your request by email to info@sporttattenhall.co.uk

In addition, you also have the right to:

- To receive the personal data that you have provided to us, in a structured, commonly used and machine-readable format and have this transmitted to another data controller (Data Portability).
- Object to your data processing where we are relying on legitimate interests as the legal ground for processing.

If you have any data protection concerns or wish to exercise your rights under the GDPR, please contact:

GDPR Controller

Tattenhall Recreation Club Limited (Sport Tattenhall)

Burwardsley Road

Tattenhall

Cheshire

Ch3 9QF

Registration Certificate

Data Protection Registration Certificate

Tattenhall Recreation Club Limited

Memorial Pavillion
Field Lane Tattenhall
Chester, CH3 9QF

Registration reference: ZA810304
Date registered: 18 December 2020
Registration expires: 17 December 2025



Issued by: Information Commissioner's Office,
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