

# HANDSWORTH GRANGE COMMUNITY SPORTS COLLEGE SPORTS CENTRE

## PRIVACY POLICY

### Background

This policy sets out how HGSC Sports Centre uses and protects any information that you give us when you contact or use our services.

This policy covers the following:-

- What data we collect
- Data Retention
- What we do with the information we gather
- Security
- Controlling your personal information

HGSC Sports Centre is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then it will only be used in accordance within this privacy statement and the purpose for which it is collected.

HGSC Sports Centre may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25<sup>th</sup> May 2018.

### What we collect.

The personal data we collect may include the following:-

- Name
- Contact information including address, telephone numbers, email addresses.
- Demographic information such as post code, DOB, gender.
- Bank Details.
- Dates and times you use our facilities.
- Correspondence between yourselves and us.
- Questionnaires.

We also collect data on the usage of our website through the use of google analytics which helps us to track visitors to our websites, allowing us to develop the site for a better user experience.

We only collect information that is necessary, relevant and adequate for the purpose you are providing it for.

### Data Retention

Data we hold as the Data Controller

We will keep your personal information for as long as you use our facilities and services. We retain personal data only for as long as necessary to provide the services you have requested and thereafter for legitimate legal or business purposes.

These might include retention periods:

- Mandated by law, contract or similar obligations applicable to our business operations.
- For preserving, resolving, defending or enforcing our legal/contractual rights: or
- Needed to maintain adequate and accurate business and financial records.
- To respond to any questions or complaints.
- To comply with legal requirements.

Data we hold as the Data Processor

After you stop being a customer with us, we will delete the data we on our system after 60 days from the point when our agreement has ceased. During this period we will be able to provide your data in a suitable format if requested.

The only exception to the periods mentioned above are where

- The law requires us to hold your personal information for longer periods, or delete it sooner.
- Where you have raised a complaint or concern regarding our service, in which case we will retain your information for a period of 6 years following the date of that complaint. Please note that if your complaint results in a safeguarding issue then the information will be kept for 32 years from the date of the complaint as per current retention guidelines.
- You exercise your right to have information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law.

### **What we do with your information.**

Contractual performance

- We will share your information with our 3<sup>rd</sup> party provider (Harlands) who administer your membership account with us. This will include sharing this information with them to process monthly membership fees.
- We will hold your information on our secure database to enable us to contact you about your membership / letting with us.

Legitimate Interests

- We may use and process your personal information where it is necessary for us to carry out activities for which it is in our legitimate interest to do so. Eg to notify you of closures / events that may affect your access to our facilities.

Consent

Where you have provided your consent, we may use and process your information to:

- Contact you from time to time about promotions, events, products and services or information which we think may be of interest to you.

You can withdraw your consent at any time by contacting us on [datarequest@hgsc.co.uk](mailto:datarequest@hgsc.co.uk)

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or distribution, we have in place suitable physical, digital and managerial procedures to safeguard and secure the information we collect from you.

## Controlling your personal information

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

You have the right to:-

- Ask for the information that we hold about you.
- Correct and update the information.
- Withdraw consent (where we rely on it) Please see further “ How do we use this information”
- Erase your information (or restrict the use of it) provided we do not have any continuing lawful reason to continue to use and process the information.

You can exercise the above rights and/or manage your information by contacting us using the details below.

By Post

DATA REQUEST TEAM  
Handsworth Grange Community Sports College  
Sports Centre  
Handsworth Grange Road  
Sheffield  
S13 (HU)

By Email

[datarequest@hgsc.co.uk](mailto:datarequest@hgsc.co.uk)

Changes to our Privacy Policy

We reserve the right to modify this Privacy Policy at any time. If we make changes to this Privacy Policy, we will notify you here, by email, or by means of a notice on our home page.

**Handsworth Grange**  
Community Sports College