Whitehead Sports and Social Club Privacy Notice

Our contact details

Name: The Secretary, Whitehead Sports and Social Club

Address: Park View, Bassaleg, Newport, NP10 8LA

Phone Number: 01633 893227

E-mail: secretary@whiteheadclub.co.uk

Web: www.whiteheadclub.co.uk

The type of personal information we collect

In order to maintain a membership service, we currently collect and process the following information:

- Personal identifiers (title and name)
- Contact details (phone number and contact details)
- Age at date of application (but not date of birth)
- Consent or non-consent to marketing
- Details of any bookings you may make for our services, facilities or events

The latter may also apply to non-members.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Providing you with membership services, including discounts
- Marketing our services, facilities or events
- Booking our services, facilities or events

We also receive personal information indirectly, from the following sources in the following scenarios:

- Data gathered by our CCTV system when you attend the club premises

We use the information that you have given us in order to maintain our membership and to offer services, facilities or events provided by us. In the case of CCTV information, we gather this to protect staff and users of the club, the fabric of the club itself, and to support the police and other agencies as set out in our CCTV policy (add link).

We will never share your data with any third party third party unless bound by law, for the prevention of crime, or for the safety of a club.

Lawful bases for processing your information

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are generally because we have a contractual obligation. This applies to the data we process to maintain our membership system, or if you make a booking.

However, we rely on your consent to use your contact details for marketing our services, facilities or events. You may choose not to opt in to provide this consent at the point at which you apply for membership and if you opt in, you can choose to opt out at any time. You should use the contact details at the top of this notice if you wish to do so.

How we store your personal information

We store all your personal information in a secure Microsoft Cloud service, hosted in the UK. When you complete an online form, data will be transferred securely into this service. If you complete a paper form, the information will be transferred into the system and the paper copy destroyed.

We keep the information for as long as you are a member, or for up to 2 years after your membership lapses. We will keep your information in respect of a booking while it is active, although historic bookings will be periodically deleted.

We will then dispose of your information by deleting it from our database, or at your request (although this may end your membership or cancel your booking).

CCTV data will be held for a maximum of 30 days before being overwritten on a continuous loop.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us via the details at the top of this notice if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to our Data Protection and GDPR Officer at GDPROfficer@whiteheadclub.co.uk. More general complaints should be directed to the address at the top of this notice.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk