



# WIVENHOE BOWLS CLUB

## PRIVACY NOTICE

We are committed to respecting your privacy and as part of our commitment, we have produced this notice to explain what personal data we hold and how we use it. This notice applies to you if you have registered to become or are a member of our club. This notice explains how we comply with the law on data protection, what your rights are and, for the purposes of data protection, we will be the controller of any of your personal information.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we are not required to do so, but our Membership Secretary has overall responsibility for data protection compliance in our club. Contact details are set out at the end of this privacy notice.

### 1. PERSONAL DATA WE MAY COLLECT FROM YOU

Personal information about you, such as information regarding your:

- personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers;
- Date of birth;
- Gender;
- Membership start and end date;
- Record of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- Payment details you provide (so that we can receive payments from you) and details of our financial transactions with you;
- Records of your attendance at any events hosted by us;
- CCTV footage;
- Images in video and/or photographic form;
- Details of any county membership;
- Details of next of kin and emergency contacts;
- Records and assessment of any player rankings, competition results, details regarding events/matches/games attended and any disciplinary and grievance information.

### 2. SPECIAL CATEGORY DATA

We may collect health data on medical conditions for your safety. This information is securely held and is not available to the public. It is optional whether you provide these details and is not used without your consent.

### 3. CHILDREN

We collect additional information on parents and/or legal guardians in line with our Safeguarding Policy. We never disclose the child's details without the prior consent of the parents or guardians.

### 4. WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information about our members when you apply to become member of the club, when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way. Subsequently, the information will be collected via membership renewal forms or by email.

### 5. USES MADE OF THE INFORMATION

The GDPR requires us to justify why we use your personal data and specify which of the "lawful bases for processing" we are assigning to each task.

Purpose	Personal information used	Lawful basis
To administer your membership with us and manage our relationship with you, including dealing with payments made by you.	All contact and membership details, transaction and payment information, records of your interactions with us.	This is necessary to enable us to properly manage and administer your contract with us.
To send you information which is included within your membership including details of competitions and events and any updates on the sport of lawn bowls.	Contact and membership details.	This is necessary to enable us to properly manage and administer your membership contract with us.
To send you any other marketing information we think you might find useful or which you have requested from us, including newsletters, information about membership and events.	Contact details	Where you have given us your explicit consent to do so.
To answer your queries or complaints.	Contact details and records of your interactions with us.	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your membership.
Retention of records	All the personal information we collect	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and run our club and in some cases, we may have legal or regulatory obligations to retain records.
The security of our IT systems	Usage of our website.	We have a legitimate interest to ensure that our IT systems are secure.
For the purposes of promoting the club, our events and our membership package.	Images in video and/or photographic form	Where you have given us your explicit consent to do so.

Purpose	Personal information used	Lawful basis
To administer your attendance at any courses or programs you sign up to.	All contact and membership details. Transaction and payment details.	This is necessary to enable us to register you on to and properly manage and administer your attendance on the course and/or programme.
To gather evidence for possible grievance hearing.	All the personal information we collect.	We have a legitimate interest in doing so to provide a safe and fair environment for all members.
For the purposes of equal opportunities monitoring.	Name, title, age range and gender information.	We have a legitimate interest to promote a sports environment that is inclusive, fair and accessible.
To comply with health and safety requirements	Records of attendance, CCTV footage and other information obtained through electronic means.	We have a legal obligation and a legitimate interest to provide you and other members of the club with a safe environment in which to participate.

For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information, we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as shown at the end of this privacy notice.

## 6. DISCLOSURE OF YOUR PERSONAL INFORMATION

We share personal information with the following parties:

- Any party approved by you;
- To any governing bodies or regional bodies for the sports covered by our club to allow them to properly administer the sports on a local, regional and national level;
- The Government: where we are required to do so by law;
- Police and law enforcement services: to assist with the investigation and prevention of crime.

We do not share your personal data outside of the UK.

## 7. HOW LONG WE HOLD YOUR PERSONAL INFORMATION

We will hold your personal information for as long as you are a member of the club and for a period of 5 years from the date of the end of your membership. The data stored is reviewed annually. Old and incorrect data is deleted from the system. However, in some cases personal information may be retained on a long-term basis for legal purposes.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address. You can contact us by using the details set out at the end of this privacy notice.

## 8. WHERE WE STORE YOUR PERSONAL INFORMATION

We have in place a range of security safeguards to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification. Security measures include technological measures such as Secure Socket Layer (SSL) encryption, which creates a secure connection with your browser when you register and login into online services.

Your data is held by one or more of the following methods:

- Electronically;
- On a paper-based filing system held by the Club Secretary;
- The Club's website, provided by a third party, which stores personal data (match results) and pictures (with your specific consent);
- Contact details published in the club's handbook (with your specific consent);
- Photo images displayed in the clubhouse (with your specific consent).

## **9. YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION**

You have the following rights in relation to your personal information. At any time, you can:

- Request information about how the club handles your personal data;
- Request your details to be updated or deleted;
- Submit a "Subject Access Request" (SAR) which requires the club to provide you with specific details about how and where your details have been used;
- Request us to restrict or for you to object to the way your personal data is used such as opting out of the club's communications.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out at the end of this privacy policy

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

## **10. COOKIE POLICY**

Your internet browser has the in-built facility for storing small files **cookies** which hold information which allows the website to recognise your account. Our website takes advantage of this facility to enhance your experience. You can prevent your computer from accepting cookies, but if you do, certain functionality on the website may be impaired.

## **11. CHANGES TO THIS NOTICE**

We may update this privacy notice from time to time. If we make any material changes, we will make members aware of this via email/Club newsletter/at meetings/on notice boards.

## **12. CONTACTING US**

In the event of any query or complaint in connection with the information we hold about you, please email [wivenhoebowls@outlook.com](mailto:wivenhoebowls@outlook.com), write to us at Wivenhoe Bowls Club, Woodlands Way, Wivenhoe CO7 9AT or telephone us on [01206 826350](tel:01206826350)