

# **PRIVACY NOTICE**

## **WHO WE ARE**

Colfe's Leisure Services ("CLS") is the wholly owned trading subsidiary of Colfe's School ("the School") registered in England and Wales (company number 2586190). The registered address of both CLS and the School is at Horn Park Lane, London, SE12 8AW.

This privacy notice applies specifically to Colfe's Leisure Services although it should be read in conjunction with the privacy notice of Colfe's School. Any personal information provided to or gathered by CLS is controlled by CLS and ultimately the School.

## **WHAT THIS PRIVACY NOTICE IS FOR**

This policy is intended to provide information about how CLS will use (or "process") personal data about individuals including its members and staff. This information is provided because Data Protection Law gives individuals rights to understand how their data is used. Members and staff are all encouraged to read this Privacy Notice and understand CLS's obligations to its entire community.

This Privacy Notice applies alongside any other information the Club may provide about a particular use of personal data, for example when collecting data via an online or paper form.

This Privacy Notice also applies in addition to the CLS and the School's other relevant terms and conditions and policies, including:

- any contract between CLS and its members or staff;
- the School's and CLS's policy on the use of CCTV;
- CLS's retention of records policy;
- CLS's safeguarding and health and safety policies, including as to how concerns or incidents are recorded; and
- the School's and CLS's IT policies

Anyone who works for, or acts on behalf of, CLS (including staff, volunteers, Directors and service providers) should also be aware of and comply with this Privacy Notice and CLS's data protection policy for staff, which also provides further information about how personal data about those individuals will be used.

## **RESPONSIBILITY FOR DATA PROTECTION**

CLS has appointed the Centre Manager to deal with requests and enquiries concerning CLS's use of your personal data (see section on Your Rights below) and to endeavour to ensure that all personal data is processed in compliance with this policy and Data Protection Law. The Centre Manager can be contacted via email for issues arising from this notice at [leisurecentre@colfes.com](mailto:leisurecentre@colfes.com).

## **WHY COLFE'S LEISURE SERVICES NEEDS TO PROCESS PERSONAL DATA**

In order to carry out its ordinary duties to members and staff CLS needs to process certain personal data about individuals (including current, past and prospective members and staff) as part of its daily operation. Some of this activity CLS will need to carry out in order to fulfil its legal rights, duties or obligations for example those made under a contract with members or staff.

Other uses of personal data will be made in accordance with CLS's legitimate interests, or the legitimate interests of another, provided that these are not outweighed by the impact on individuals, and provided it does not involve special category data (see details below).

The processing of personal data by CLS in accordance with its legitimate interests includes but is not limited to:

- the registration of members and prospective members of the centre;
- the provision of recreational sporting activities and other services;
- the maintenance of relationships with current members and, where consent has been provided, with lapsed members;
- the provision of management planning and forecasting, research and statistical analysis including that imposed or provided for by law, such as tax, diversity or gender pay gap analysis;
- the monitoring (as appropriate) of the School and CLS's IT and communications systems in accordance with the IT Acceptable Use policy;
- the use of security, including CCTV, in accordance with the School and CLS CCTV policy;
- the commencement or of cooperation with any complaint, disciplinary or investigation process; and
- where otherwise reasonably necessary for CLS's purposes, including to obtain appropriate professional advice and insurance for CLS.

## **TYPES OF PERSONAL DATA PROCESSED BY COLFE'S LEISURE SERVICES**

The information we gather from our members helps us to continually improve your experience at the centre. This personal information may include:

- names, addresses, telephone numbers, e-mail addresses and other contact details;
- bank details and other financial information;
- a digital photograph of each member for inclusion on their membership card and recording on our membership system to verify the identity of members. By permitting us to take your photograph or by providing us with an image you are consenting to its use as defined by this policy; and
- preferred communication methods

We also create information that becomes part of the personal information we hold about you, such as:

- your membership number
- your usage of the club

We may also collect and create details on joint members and other family members, where applicable, including family members under the age of 18.

We do not generally collect sensitive information, defined as information related to your racial or ethnic origin, political opinions, religion or other beliefs, health, criminal background or trade union membership, unless it is volunteered by you. We do however collect and need to process relevant health information, which is defined as medically sensitive information, to ensure that members and staff with certain medical conditions are appropriately supported and monitored whilst undertaking physical activities. By providing this information to us you are consenting to us using it in the manner set out in this Policy and solely for the purposes of meeting your individual needs.

We endeavour to only collect personal information from individuals under 18 years of age with the permission of their parent or guardian. As a parent or legal guardian, please do not to allow your children to submit personal information without your permission.

When you use our website and Swim Portal or contact us by post, telephone, fax, email or SMS, we collect, store and use certain personal information that you disclose to us. This includes details such as your name, address, telephone, fax, email and mobile phone number as well as traffic data, location data, web logs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access. If you contact us, we may keep a record of that correspondence.

We also from time to time ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

## **WHAT DO WE DO WITH PERSONAL INFORMATION COLLECTED FROM YOU**

We use personal information to provide the services you request from the Club such as to facilitate:

- staff administration
- administration of your membership of the club
- facilitate bookings of classes and appointments with our own or third party service providers and
- other transactions

We may also use the information to:

- advertise products and services
- to process payments and maintain accounts and records
- to prevent crime and aid in the prosecution of offenders and
- to administer and maintain membership records.

In addition, we use this information to improve our platform, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf.

We also use your details to send you

- newsletters and promotions, and to conduct online surveys or surveys by telephone
- prize draws
- competitions and
- other promotions via email, telephone or post.

We will also use the information in the course of collecting your membership fees and any other payments that may be due to us from you. If you apply for employment at the Club, we use the personal information you supply to process your job application.

Other than as set out in this Privacy Policy we will not share your personal information with third parties for marketing or any other purposes without your consent, unless we are required to do so by law.

## **WHO HAS ACCESS TO PERSONAL DATA AND WHO COLFE'S LEISURE SERVICES SHARES IT WITH**

Occasionally CLS will need to share personal information, including special or sensitive personal data where appropriate, with third parties including but not limited to:

- Professional advisers (e.g. lawyers, insurers, PR advisers and accountants);
- Government authorities (e.g. HMRC, police or similar); and

- Appropriate regulatory bodies (e.g. the Information Commissioner).

For the most part, personal data, collected by CLS will remain within CLS and the School (who provide support functions) and will be processed by appropriate individuals only in accordance with access protocols (i.e. on a 'need to know' basis). Particularly strict rules of access apply in the context of health information held as described above.

In accordance with Data Protection Law, some of CLS and the School's processing activity is carried out on its behalf by third parties, such as IT systems, web developers or cloud storage providers. This is always subject to contractual assurances that personal data will be kept securely and only in accordance with CLS's or the School's specific directions.

Information about our members is an important part of our business and we do not sell it to others.

## **HOW LONG WE KEEP PERSONAL DATA**

CLS will retain personal data securely and only in line with how long it is necessary to keep for a legitimate and lawful reason. Typically, the legal recommendation for how long to keep ordinary staff personnel files is up to 7 years following departure. However, incident reports and safeguarding files will need to be kept much longer, in accordance with specific legal requirements. In particular, there are currently requirements in relation to the Independent Inquiry into Child Sexual Abuse to maintain many records whilst the inquiry is ongoing.

The Data Retention, Storage and Disposal Policy, which is available on the School website, details how long we keep different types of your information. If you have any specific queries about how our retention policy is applied, or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact the Centre Manager. However, please bear in mind that CLS will often have lawful and necessary reasons to hold on to some personal data even following such request.

A limited and reasonable amount of information will be kept for archiving purposes, for example; and even where you have requested we no longer keep in touch with you, we will need to keep a record of the fact in order to fulfil your wishes (called a "suppression record").

## **YOUR RIGHTS**

### Rights of access

Individuals have various rights under Data Protection Law to access and understand personal data about them held by the CLS, and in some cases ask for it to be erased or amended or have it transferred to others, or for CLS to stop processing it. These rights are however subject to certain exemptions and limitations.

Any individual wishing to access or amend their personal data, or wishing it to be transferred to another person or organisation, or who has some other objection to how their personal data is used, should put their request in writing to the Centre Manager.

CLS will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within statutory time-limits which is one month in the case of requests for access to information.

CLS will be better able to respond quickly to smaller, targeted requests for information. If the request for information is manifestly excessive or similar to previous requests, CLS may ask you to reconsider, or require a proportionate fee (but only where Data Protection Law allows it).

#### Requests that cannot be fulfilled

You should be aware that the right of access is limited to your own personal data and certain data is exempt from the right of access. This will include information which identifies other individuals or information which is subject to legal privilege (for example legal advice given to or sought by CLS, or documents prepared in connection with a legal action).

You may have heard of the "right to be forgotten". However, we will sometimes have compelling reasons to refuse specific requests to amend, delete or stop processing your (or your child's) personal data: for example, a legal requirement, or where it falls within a legitimate interest identified in this Privacy Notice. All such requests will be considered on their own merits.

#### Consent

Where CLS is relying on consent as a means to process personal data, any person may withdraw this consent at any time. Please be aware however that CLS may not be relying on consent but have another lawful reason to process the personal data in question even without your consent.

That reason will usually have been asserted under this Privacy Notice, or may otherwise exist under some form of contract or agreement with the individual (e.g. an employment or membership agreement, or because a purchase of goods, services or membership has been requested).

### **DATA ACCURACY AND SECURITY**

CLS will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Individuals must please notify the CLS reception of any significant changes to important information, such as contact details, held about them.

An individual has the right to request that any out-of-date, irrelevant or inaccurate or information about them is erased or corrected (subject to certain exemptions and limitations under Data Protection Law): please see above for details of why CLS may need to process your data, of who you may contact if you disagree.

The School and CLS will take appropriate technical and organisational steps to ensure the security of personal data about individuals, including policies around use of technology and devices, and access to School and CLS systems. All staff and Directors will be made aware of this policy and their duties under Data Protection Law and receive relevant training.

### **THIS POLICY**

CLS will update this Privacy Notice from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

### **QUERIES AND COMPLAINTS**

Any comments or queries on this policy should be directed to the Centre Manager at the Leisure Centre or via email ([leisurecentre@colfes.com](mailto:leisurecentre@colfes.com)).

If an individual believes that CLS has not complied with this policy or acted otherwise than in accordance with Data Protection Law, they should utilise the CLS complaints procedure and should also notify the Centre Manager. You can also make a referral to or lodge a complaint with the Information Commissioner's Office (ICO), although the ICO recommends that steps are taken to resolve the matter with us before involving the regulator.

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