

SOUTHGATE SQUASH & RACKETBALL CLUB

The Walker Ground, 175 Waterfall Road,

Southgate, London, N14 7JZ

Tel: 07904-300-288 Email: admin@southgatesquashclub.co.uk



Our Privacy Policy

Your rights, your information and how we use it

Southgate Squash & Racketball Club (SSRC) is committed to protecting your personal information.

Our Privacy Policy contains important information about what personal details we collect, what we do with that information, who we may share it with and why, and your choices and rights when it comes to the personal information you have given us.

We may need to make changes to our Privacy Policy, so please check our website for updates from time to time. If there are important changes such as changes to where your personal data will be processed; we will contact you to let you know.

This version of our Privacy Policy was last updated **16th May 2018**.

Who we are

Southgate Squash and Racketball Club (SSRC) is an unincorporated association owned and managed by its members through an elected Committee, offering squash and racketball for the local community and beyond. We play our sport at The Walker Cricket Ground who administer our membership and own the courts/facilities that we use.

How to contact us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact ;

SSRC Committee

The Walker Cricket Ground Trust

Waterfall Road

Southgate

N14 7JZ

Email : admin@southgatesquashclub.co.uk

Information we collect and use

Information about you that we collect and use includes:

- Information about who you are e.g. your name, date of birth and contact details
- Information connected to your enquiry
- Information about your contact with us e.g. phone calls, emails / letters, court bookings
- Information that is automatically collected e.g. via cookies when you visit our website
- Information if you visit the Walker Ground e.g. visual images collected via closed circuit television (CCTV)
- Information classified as 'sensitive' personal information e.g. relating to your health, marital or civil partnership status. This information will only be collected and used where it's needed to provide the service you have requested or to comply with our legal obligations
- Information you may provide us about other people e.g. relatives, children
- Information on children, where relevant to a particular enquiry e.g. child membership. In these cases, we will collect and use only the information required to identify the child (such as their name, age, gender)

Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- Phone conversations with us
- Text messages
- Emails or letters you send to us
- Registering for membership on our online booking form
- When using our online booking service
- Our online services such as websites, social media and mobile device application ('Apps')

What we collect and use your information for

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- you have given us your information for the purpose of becoming a member of SSRC
- you have given us your permission [consent] to send you information about services offered by us.
- it's necessary to provide the service you have requested e.g. in order to become a member etc.
- it's necessary for us to meet our legal or regulatory obligations e.g. to tell you about changes to Terms and Conditions
- it's in the legitimate interests of SSRC e.g. to deliver appropriate information and guidance ; where we need to process your information to better understand you and your needs so we can send you more relevant communications about the services we provide
- it's in the legitimate interests of a third party e.g. Walker Ground Trust, who manage our membership and booking system

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our services and membership may be refused or withdrawn.

We sometimes use systems to make automated decisions based on personal information we have - or are allowed to collect and use from others – about you. These automated decisions can affect the services we offer you now or in the future. We use automated decisions in the following ways:

- Tailoring our services
- When designing and enhancing our online services to help meet your requirements for on-going guidance and support

Who we may share your information with

We may share your information with third parties for the reasons outlined in 'What we collect and use your information for.'

These third parties include:

- Walker Ground Trust, who manage our membership and booking system
- Other SSRC members, for the purpose of facilitating the organisation of booking games on our online booking system. This will only be done with your explicit consent.

- Globus Data UK Ltd – Who run the court booking system
- England Squash – Governing Body
- Our regulators and Supervisory Authority e.g. the Information Commissioner's Office for the UK (the ICO)
- HM Revenue & Customs (HMRC) e.g. for the processing of gift aid on donations

We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

Where your information is processed

Your information is processed in the UK and European Economic Area (EEA).

How we protect your information

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically and must undertake annual training on this.

Our security controls are aligned to industry standards and good practice; providing a control environment that effectively manages risks to the confidentiality, integrity and availability of your information.

How long we keep your information

We will keep your personal information only where it is necessary to provide you with our services while you are a member of SSRC. Upon cessation of your membership, we will delete all of your personal data within six months.

We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

Your individual rights

You have several rights in relation to how SSRC uses your information. They are:

Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy and privacy notices.

Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request (DSAR).

Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason for SSRC to continue to have it.

Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.

Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way. For example, onto another support group or to a healthcare professional.

Right to object

You can object to SSRC processing your personal information where: it's based on our legitimate interests (including profiling); for direct marketing (including profiling); and if we were using it for scientific/historical research and statistics.

Rights related to automatic decision-making including profiling

You have the right to ask SSRC to:

- give you information about its processing of your personal information
- request human intervention or challenge a decision where processing is done solely by automated processes
- carry out regular checks to make sure that our automated decision making and profiling processes are working as they should.

How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please visit our website “Contact” page and contact us via the channels provided and we will do our utmost to make things right.

If you are still unhappy, you can complain to our Supervisory Authority. Their contact details are www.ico.org.uk