

Manor Park Sports Club

Privacy Policy

Here at Manor Park Sports Club, we are committed to protecting the data that we hold and use about you and to respecting your privacy. We are confident that you will find the information that you need set out in this policy, but if you need to know more about the data that we hold or the way that we use it, you can contact us by emailing office@manorparkmalvern.com or by post to Data Controller, Manor Park Sports Club, Albert Rd North, Malvern, WR14 2TL

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1. About this policy

This policy describes the data that we collect from you or about you, and the way that we use it. Please read the policy carefully as it will help you to understand the way that we use your data and our reasons for doing so.

The "data controller" of your personal data is Manor Park Sports Club, Albert Rd North, Malvern, WR14 2TL

2. The way that we use your personal data

a. What personal data do we collect?

This policy gives you information about the way that we use your "personal data". Personal data is any information that could be used to identify you in some way. The personal data that we collect from or about you may include the following:

- name;
- address;
- e-mail address;
- phone number;
- date of birth;
- membership type;
- photographs;

b. How we collect your personal Data?

Your details are securely stored within our on-line membership database. Any provided bank account details are NOT visible to any Manor Park Club database administrator. The on-line court/rink booking facility only

stores your name and password and is not linked to the Membership database. Please note that these databases are subject to their own Terms and Conditions.

We may collect your personal data in a few limited ways, namely:

- **Via the Membership Form:**

- Information such as name, address, telephone number, email address, date of birth when you fill in an application for Membership. The Membership forms can either be completed manually or through registering your Membership on-line through our Web-Site.
- From a family member or your coach who has applied for membership on your behalf.
- We may also collect data about your health or medical conditions, where you have volunteered this when registering

- **Indirectly from sports governing bodies:**

- From other sports governing bodies who may provide the Club with your details in connection with a complaint or query you have raised about our Club.

c. How do we use personal data?

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your Club membership, including:
 - informing you about court / facilities opening hours;
 - taking payment of membership fees;
 - when membership renewals are due
- Sectional updates:
 - Informing you of specific sectional events or changes
 - informing you of adverse weather conditions that will affect the ability to use the Sports facility
 - any Sectional Membership fee changes
 - any other Sectional information, competitions, ballots etc.
 - Sectional AGM's
- Club updates:
 - informing you of adverse weather conditions that will affect the ability to access the Club
 - Any major projects that may affect the smooth running of the Club
 - Short and long term plans
 - Club AGM's
- Statistical Data
 - statistical analysis about membership for each section
 - Statistical data summary of membership in age groups are provided to some sporting governing bodies
 - for our legitimate reasons (for example in increasing use of our Clubs facilities and participation generally)

d. Access to non-Sectional events?

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you

regardless in order for us to fulfil our contractual obligations to you as a member of our Club. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about venue closures and holiday opening hours.

e. How do we share your personal data?

We do NOT sell or share your personal data to other organisations to use other than as set out below.

Personal data collected and processed by us may be shared with the following personnel, where necessary:

- Our employees and volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- Our contractors and suppliers, including coaches and any provider of membership management services.
- Photographs of children under 13 - Written consent will be obtained from the parents or guardian before photographs can be published on the:
 - Clubs Web-Site
 - Local Papers
 - displayed within the Club
 - or used for marketing information

3. Security and retention of your personal data

We keep your personal data only for as long as necessary for each purpose we use it. For most membership data, this means we retain it for so long as you have a valid Venue membership and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

i. *Security of your personal data:*

We take the security of your data very seriously and have put physical, technical and administrative strategies, controls and measures in place to help protect your personal data from unauthorised access, use or disclosure as required by law and in accordance with accepted good industry practice.

To help us keep your data safe please choose a strong, secure password and keep your password confidential and avoid sharing it with anyone.

ii. *Retention of your personal data:*

We keep your personal data only for as long as necessary for each purpose we use it. For most membership data, this means we retain it for so long as you have a valid Club membership and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

4. Your rights and how to contact us and how to complain

The law gives you a number of rights in relation to your personal data and our use of it. You have the right:

- a. to ask to see what personal data we hold about you (commonly known as a "data subject access request") and to find out about the way that we process the data;
- b. to ask us to correct or update any personal data which is inaccurate;
- c. to ask for personal data to be deleted in some (but not all) circumstances where there is no good reason for us to continue to process it;
- d. to ask us to temporarily stop using your data if you don't believe that we have a right to use it, or to stop us from using your personal data where there is no good reason for us to continue to use it; and
- e. You are in control of how we communicate with you. You can update your choices or have and/or your contact details by contacting us at:

If you would like to exercise any of the rights listed above, or if you have any queries or concerns about the way that we use your personal data (or any questions about this privacy policy), you can contact us by emailing office@manorparkmalvern.com

You also have the right to complain about our use of your personal data. You can contact the Information Commissioner's Office via :

- their website: <https://ico.org.uk/concerns/>
- or by calling 0303 123 1113.

5. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this site. We may also email you with any changes if we have your email address. Please check back frequently to see any updates or changes to our privacy policy.

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