

Privacy Policy - Customers

Your trust is important to us. So we want you to know that we've updated our Privacy Policy in line with new Data Protection laws to explain how we collect, store and handle your personal data.

1. THE INFORMATION WE COLLECT

Personal information and details of anyone involved with Be Active Melbourn Ltd (at Melbourn Sports Centre) have always been taken very seriously by the company, and treated accordingly.

This privacy policy sets out how Be Active Melbourn Ltd (at Melbourn Sports Centre) uses and protects any information that you give us when you use our facility.

Be Active Melbourn Ltd (at Melbourn Sports Centre), hereafter referred to as the company, is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this facility, then you can be assured that it will only be used in accordance with this privacy statement, and in a lawful manner.

2. HOW WE USE PERSONAL INFORMATION

We only use the information that we collect from you for business purposes, and only collect what is necessary to provide you with a comprehensive, safe service and facility. These purposes generally fall into the following categories:-

- 1 Administration** – This applies to past, current and potential future clients, which we use to assist us in operating our business in a safe and professional manner. The types of personal information we collect and use include:
 - Full name, gender, DOB, medical or disability information
 - Contact information including address, home telephone number, mobile telephone number, emergency contact details and email address
 - Type of activity or membership that you are joining up with/participating in

2 Keeping you informed – This applies to current, past and potential future clients.

We use collected information to keep you updated about changes to events at Melbourn Sports Centre. This could include contacting you about changes to schedules or cancellation of classes.

This communication will be done using the contact details from the Frequent User Form that you are required to complete when you sign up to the Centre.

We may also, though very rarely, contact you directly through the email or by the telephone numbers you provide for the purpose of informing you about any promotional offers or forthcoming activities that may be available at our Centre.

Details of all events and notices will always be posted on our website www.mc-sport.co.uk or our Facebook page at <https://www.facebook.com/melbournsports/>.

3. WHERE THIS INFORMATION IS STORED

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These include data secured on a site with lockable gates and in a building that has an intruder alarm system. Our database is operated by Gladstone MRM Ltd, a fully licensed data processing company who manage secured databases for both small companies and corporations. They conform fully with current legal requirements and safety measures (<https://www.gladstonesoftware.co.uk/>). The database is also password protected, with the users being trained to log on and off before and after use. All PCs are virus protected. Any hard copies of personal data is stored in a lockable cabinet within our secured site, with any old personal information being shredded and appropriately disposed of thereafter.

Company employees are trained to follow strict procedures on the confidentiality and care of any personal information they are provided with in order to conduct their duties. This information will only be what is necessary to achieve this i.e. client's name, address, contact phone number(s) and medical conditions (if applicable).

In the event of a need to issue a refund to or reimburse a client in any way, we will request said client's bank details on a temporary basis. These bank details will not be held for any longer than the time required to transact said singular refund or reimbursement.

Any email communication is undertaken through our Internet provider with appropriate encryption technology.

Though no service of this kind is completely secure, the providers we use do their utmost to ensure that any data they hold is kept safe with the necessary encryption and security measures.

4. RETENTION OF PERSONAL DATA AND YOUR RIGHTS

The company will retain and use your personal data as detailed above for the period of your contractual agreement with us. We may retain those details in an archived capacity primarily for the purposes of resolution of any outstanding account or business issues, or for those clients who are cancelling the service due to temporary circumstances.

No personal banking details are retained or logged at any time. Any print-outs containing this sort of personal information are shredded and correctly disposed of once singular transactions have been successfully carried out. These include any Standing Order Forms which are sent directly to the bank and are not stored at the Centre.

You have the right to request details of the information held about you at any time. You may also request the restriction or removal of any identifiable information appertaining to you personally. If you wish to exercise these rights, please email us at info@mc-sport.co.uk.

Please note: due to the nature of our business, the way it operates and the manner in which we primarily contact clients, we will be unable to provide you with a full, effective service without certain personal details.

5. HOW WE USE CHILDREN'S PERSONAL DATA FOR CHILDCARE

When you wish to book your child onto one of our term or holiday courses (e.g. Swimming lessons, Trampoline Taster sessions etc) or register them as a member of the Centre (Bronze membership), we will require you to complete a Frequent User Form for your child.

For children attending our Ofsted registered Playscheme, then a Holiday Form must be completed, for which extra personal data will be required due to the fact that we are providing childcare in your absence and must have this information to be able to safely care for your child. This includes:

1 Administration – This applies to past, current and potential future children.

We use this information for the safe provision of childcare. The types of personal information we collect and use include:

- The personal details of your child
- The payment of fees due
- Details of the child's family (so that we can contact you in case of an emergency)
- Medical information (so that we can properly cater for any special needs)
- Name of Parent/Guardian collecting the child at the end of the day, and any other safety precautions
- Doctor's contact details – NB. This is for emergency use only. We will always contact Parents/Guardians before contacting their GP in the event of an emergency
- Miscellaneous – e.g. Whether plasters can be applied to cuts or whether we can take the child to the local park etc

6. HOW LONG WE KEEP PERSONAL INFORMATION AND HOW IT IS STORED

Whatever activity your child is attending, we are required to keep certain personal information at the Centre, including registers, medication record books and accident record books pertaining to the children for at least three years (and sometimes longer) after the child has ceased receiving our services. This is in order to comply with certain UK legislation. Your child's personal details will kept securely stored as detailed in Section 3.

7. WHO WE SHARE PERSONAL INFORMATION WITH

Generally, we only use your information within the company. There are some occasions, however, when we need to share personal information about you and/or your child with third parties.

These are:

- If you chose to pay for childcare using vouchers, we will be required to share the minimum amount of personal information necessary with the voucher scheme operator so that they can identify you and make the appropriate payments on your behalf
- Every now and again, we receive requests for certain information from schools, government departments, the police and other enforcement agencies. If there is a proper legal basis for sharing your personal information, we will provide it to the organisation requesting such
- We may on occasion use your personal information for the purposes of recovery of overdue fees
- In case of an emergency, we may need to share details of you or your child with the emergency services, including details of any medical conditions as provided to us
- We may on occasion contact you when we want to inform you about future events that are taking place at the Sports Centre that we believe you or your child may be interested in

8. CONCERNS ABOUT OUR PRIVACY POLICY

If you have any issues with the way in which we are holding or using your personal data, please let us know by emailing us at info@mc-sport.co.uk. We will then review and investigate your complaint and make all efforts to respond as quickly as possible.

The company may modify or update this Policy when necessary, in accordance with current law. Your continued use of our services and Melbourn Sports Centre after any modification will constitute your acceptance of such.