

Bentham Country Club Data and Privacy Policy – May 2018.



About this privacy policy

This privacy policy explains how we (Bentham Country Club) collect, use, share and transfer your personal data when you use the services provided by us.

Definitions

“We / us / our” – Bentham Country Club (Members T. Markham & C.J. Markham. Benttham Country Club is a trading name of Bentham Country Club (Chelt) LLP. Registered in England & Wales No OC313210. Registered office Pillar House 113/115 Bath Rd Cheltenham GL53 7LS Registered VAT number 576 2952 04)

“You” – An existing or potential customer, whether an individual or organisation, where data (or potential data) is collected and processed by us.

“Service” – anything that “we” provide “you” - court booking, pitch hire, sports party booking, function booking etc.

“GDPR” – General Data Protection Regulation - The GDPR forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). The main provisions of this apply, like the GDPR, from 25 May 2018.

We think carefully about our use of personal data, and in this policy you can find the details of what we do to protect your privacy. This policy covers, among other topics:

- Information about your rights and our obligations
- Clarity about our dealings with you and transparency about how we collect and use your personal data
- Commitments on how we protect your personal data
- Commitments on how we will facilitate your rights and respond to your questions.

Who we are and how to contact us

The data controller for Bentham Country Club (Chelt) LLP is The Data Manager, Bentham Country Club, Bentham Lane, Bentham, Gloucester, GL3 4UD

We are registered with the Information Commissioner’s Office and our Registration Number is Z8415103.

We are responsible for deciding how and why we hold and use your personal data.

We believe this policy is transparent, comprehensive and uses clear language. However, if you want to contact us to discuss anything relating to your data or this policy, you can contact us by using the address above or by calling 01452 864157.

There are also specific circumstances when you should contact us as detailed under “Your rights with regard to the personal data that we hold about you”.

What personal data we collect and how we use it

Personal data is any information about you by which you can be identified. This can include information such as your name, email address, debit/credit card details etc.

We only collect and use personal data in ways that customers would reasonably expect and we do not deceive or mislead people when we collect it. We collect and process data when customers sign up or book and pay for our services. The data we collect is used to provide our services and analyse how customers use our services.

When collecting data we ensure it is adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed. This is known as 'data minimisation'. If we believe any of your data is incorrect or misleading we will contact you to clarify. We will then correct or erase incorrect data as soon as possible. Similarly, if you believe we hold incorrect data about you please contact us. More information about this can be found under "Your rights with regard to the personal data that we hold about you".

The services we provide where personal data is collected and used are:

- Block bookings for sport activities (court/pitch hire):

When a customer contacts us to make a booking data is collected via a Booking Agreement Form that the customer is required to complete:

- Named contact
- Contact Address including postcode
- Tel (Day/Eve/Mobile)
- Email address
- Name of School, Club Association or Organisation
- Invoice address (if different to Contact Address)
- The sport or activity being undertaken
- The dates/times sessions required
- Signature of Named Contact to acknowledge and confirm the Booking Agreement (contract)
- Consent/permission for marketing communications together with the preferred method for receiving such communications.

The above data maybe initially collected in person, over the telephone or email, before a practicable opportunity exists for the customer to complete the Booking Agreement Form.

- Casual bookings for sport activities (court/pitch hire):

When a customer contacts us to make a booking, data is collected in person, over the telephone or email:

- Named contact
- Telephone number
- The sport or activity being undertaken

- The dates/times session(s) required
- Children's Sports Birthday Parties:

When a customer contacts us to make a booking, data is collected in person, over the telephone or email:

- Host parents name
- Host parents address
- Host parents contact telephone number
- Date/time required
- Birthday child's first name
- Birthday child's age
- Number of children attending
- Special dietary requirements (e.g. allergies)

- Function/conferencing events

When a customer contacts us to make a booking data is collected via a Booking Agreement Form that the customer is required to complete:

- Named contact
- Contact Address including postcode
- Tel (Day/Eve/Mobile)
- Email address
- Name of School, Club Association or Organisation
- Invoice address (if different to Contact Address)
- Function/conferencing requirements (e.g. number of attendees, catering)
- Special dietary requirements (e.g. allergies)
- The dates/times session(s) required
- Signature of Named Contact to acknowledge and confirm the Booking Agreement (contract)

The above data maybe initially collected in person, over the telephone or email, before a practicable opportunity exists for the customer to complete the Booking Agreement Form.

- 5-A-Side League Entry & Membership

When a customer contacts us to enter our 5-A-Side League data is collected via a League Application Form that the customer is required to complete:

- Team Name
- Chosen Night Of Play (1st and 2nd choice)
- Colour of Team Kit
- Captain and squad of players Full name, address and telephone number.
- Signature of Captain and all players to acknowledge and confirm the Terms & Conditions and League Playing Rules of the League
- Consent/permission for marketing communications together with the preferred method for receiving such communications.

Deposits and/or full balance payments in advance are not required for Children's Birthday Parties but may be required for other service provision. In such case, deposits can be made by card, cheque, bank transfer or cash.

A credit/debit card transaction when the customer is not present will require us obtaining credit /debit data to process the payment. This will only be collected from the customer over the telephone. The data is never written down (and therefore maintained) instead entered directly into the chip/pin machine using the "Customer not present feature". Transaction receipts will be held securely until collection by the customer.

Legal grounds for using your personal data

We will only use your personal data where we have a legal ground to do so. We determine the legal grounds based on the purposes for which we have collected and used your personal data. In every case, the legal ground will be one of the following:

- **Consent:** For example, where you have provided your explicit consent to receive marketing communications from us. You can withdraw your consent at any time.
- **Our legitimate interests:** Where it is necessary for us to understand our customers and/or promote our services. For example, we will rely on our legitimate interest when we analyse which customers have booked our sports pitches throughout the summer and winter seasons so that we can understand demand in the future. It is also in our legitimate interest to carry out marketing analysis to determine what services may be relevant to the interests of our customers and, of course, it is a legitimate interest to know the first name of a birthday child in order to make them feel welcome.
- **Performance of a contract with a customer (or in order to take steps prior to entering into a contract with a customer):** For example, where a customer has block booked a netball court from us and we need to use their contact details in order to process their block booking.
- **Compliance with law:** In some cases, we may have a legal obligation to use or keep your personal data.

How we may contact you

Service communications

From time to time we may send you service information, for example, telling you your booking is coming to an end or informing a Captain of a change in kick off time. Communication will be by the most effective method for the purpose in the form of email, phone, SMS or post using the contact details you supplied us when making your booking.

Marketing communications

If we have your permission, we may send you information we think may interest you, such as availability of pitch/court hire. Depending on your marketing preferences,

this may be by email, phone, SMS or post. You can decide not to receive such information at any time by contacting us.

Responding to your queries or complaints

If you have raised a query or a complaint with us, we may contact you to answer your query or to resolve your complaint.

Consent/Permissions

Receiving service communications (explained above) is fair and reasonable and is in line with what our customers would expect.

We will require your permission if we wish to send you marketing communications or if you wish to receive them. In other words permission is an “opt-in” not an “opt-out”. Consent is obtained via appropriate administrative paraphernalia e.g. Booking Agreement Forms. The administrative paraphernalia will also provide the preferred method for receiving marketing communications.

If a particular administrative method has no option to provide consent then you have confidence that you will not receive marketing communications.

Consents/permissions can be withdrawn at any time. See “Your rights with regard to the personal data that we hold about you”.

Special Category Data

‘Special category’ data is information such as your race, political opinions, religion, health or sexual orientation. We do not collect any special category data. There are however, three exceptions to this, only the first is directly applicable to our customers:

- Whereby such information is absolutely necessary to safeguard the health, safety or wellbeing of our customers – e.g. allergy information for catering purposes. Only the minimum amount of information will be collected e.g. First name only and their allergy.
- Whereby such information is absolutely necessary to safeguard the health, safety or wellbeing of our staff – e.g. religious needs.
- Whereby such information is absolutely necessary to comply with safe and appropriate recruitment and selection – e.g. working with children.

Why we use your personal data

We use the personal data as listed above for a number of purposes, including the following:

- Integral to the provision of the services you sign up or book and pay for, such as sending out confirmation of bookings, sending the host parent their party invitations or texting Captains with kick off times.

- For related internal administrative purposes - such as our accounting and records, sending invoices - and to make you aware of any changes to our services.
- Associated with health, safety and wellbeing e.g. Food allergies (catering), accident record, emergencies.
- To send marketing communications when we have your permission, or when permitted by law.
- For statistical purposes such as analysing demand for, and use of our services.
- To respond to your queries and to resolve complaints.
- To comply with applicable laws and regulations.

Using children's personal data

Whilst some of our services may be of interest to children, e.g. children's sports birthday parties, we do not aim any of our services directly at children. The benefactor of a service maybe for children, the booking agreement (contract) is between us and an adult named contact responsible for the booking.

As explained prior, the only information we collect regarding children is that of a birthday child's first name, age, and any special dietary requirements they or their guests may have.

Security of your personal data (inc. Internet)

We have implemented appropriate organisational controls to protect your personal data against unauthorised processing and against accidental loss, damage or destruction. For example, administrative paraphernalia such as completed Booking Agreement Forms are stored securely at our premises.

The level of security implemented is appropriate to the risks presented by our processing together with the nature of the personal data we hold and the harm that might result by any compromise.

The simplicity of our administrative infrastructure and processes promotes security of data. For instance, bookings are entered into our diary/daily booking sheets and once any given day has expired, the booking sheet is locked in the office. As explained prior, only the minimum necessary data is collected and, in turn, very little data is transferred into digital format i.e. onto our computer.

We do not have any methods for our customers to pay for our services online and visitors to our website do not need to create an account or log in.

We make it clear on our website that queries or questions regarding our services should be made by calling our club. This is our preferred method of contact with potential customers. Emails can be sent and we will respond as soon as possible. Unfortunately, sending information to us via the internet is not completely secure. Although we will do our best to protect your personal data once with us, we cannot guarantee the security of any personal data sent to us while still in transit and so you provide it at your own risk.

On our website we do not use any personalised online advertising (advertising based on cookies and similar technology). We do not use cookies - a cookie is a small file that can be placed on your device that allows companies to recognise and remember you. We do not collect information on your browsing history, we do not host any discussion boards, we do not host any query form submissions, and we do not operate social media pages e.g. Facebook.

Responding in the event of a personal data breach

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This includes breaches that are the result of both accidental and deliberate causes. It also means that a breach is more than just about losing personal data.

Data breaches can have a range of adverse effects on individuals which include emotional distress, and physical and material damage.

We have a statutory duty under the GDPR to assess the impact of any data breach and establish the likelihood and severity of the resulting risk to people's rights and freedoms. If it is likely there is a risk we must report this to Information Commissioner's Office within 72 hours of becoming aware of the breach. We must also inform the individuals to which the breach is likely to have affected as soon as possible.

In the event of reporting a data breach to the ICO we would provide:

- a description of the nature of the personal data breach including, where possible:
 - the categories and approximate number of individuals concerned; and
 - the categories and approximate number of personal data records concerned;
- the name and contact details of the Data Manager;
- a description of the likely consequences of the personal data breach; and
- a description of the measures taken, or proposed to be taken, to deal with the personal data breach, including, where appropriate, the measures taken to mitigate any possible adverse effects.

How long we keep your personal data

We keep your personal data for only as long as we need to. How long we need your personal data depends on what we are using it for as set out in this privacy policy. For example, we may need to use it to answer your queries about a service and as a result may keep personal data while you are still using our services.

We may also need to keep your personal data for accounting purposes, for example, where you have block booked a pitch for a season. If we no longer need your data, we will delete it or make it anonymous by removing all details that identify you.

How long we keep your personal data also depends on statutory or industry specific retention periods. For example, copies of invoices need to be kept for six years for accounting purposes such as HMRC VAT inspections:

How long to keep records

You must keep records for 6 years from the end of the last company financial year they relate to, or longer if:

- they show a transaction that covers more than one of the company's accounting periods
- the company has bought something that it expects to last more than 6 years, like equipment or machinery
- you sent your Company Tax Return late

Source: <https://www.gov.uk/running-a-limited-company/company-and-accounting-records>

If we have processed your personal data and we have no other lawful grounds to continue with that processing we will delete or destroy your personal data.

For business purposes we may keep statistical records. Data that is anonymous (cannot identify an individual) is not covered by the GDPR. For instance, if we record the number of children's sports parties in any given year and the number of children in each party, these figures do not identify any individual customer.

Who we share your personal data with

We do not share your personal data with other people or organisations that are not directly linked to us except under the following circumstances:

- We may share your data with other organisations that provide services on our behalf e.g. credit card transactions and preventing fraud.
- We may reveal your personal data to any law enforcement authority, government authority or other such organisations if we are required to do so to meet a legal or regulatory obligation, or otherwise to protect our rights or the rights of anyone else.
- We may reveal your personal data to any other organisation that buys, or to which we transfer all, or substantially all, of our assets and business. If a sale or transfer takes place, we will use reasonable efforts to try to make sure that the organisation we transfer your personal data to uses it in line with our privacy policy.

We will not share your personal data with anyone else for their own marketing purposes. If in the future we do, we will only do so if we have your permission.

International data transfers

No data is transferred out of the European Economic Area (EEA), and indeed out of the UK.

Your rights with regard to the personal data that we hold about you

You can contact us (see “who we are and how to contact us”) with regard to the following rights in relation to your personal data:

- If you would like to have a copy of the personal data we hold on you. We will deal with your request within two weeks.
- If you think that we hold incorrect personal data about you. We must take reasonable steps to correct or erase incorrect or misleading data to ensure the data we have is adequate, relevant and limited. It is therefore important that you contact us if you think we hold incorrect data about you. We will deal with your request within two weeks.
- Where you have provided us with consent to use your personal data, you can withdraw this at any time.
- You also have the right to ask us to delete your personal data (the right to be forgotten) or restrict how it is used. There may be exceptions to the right to erasure for specific legal reasons which, if applicable, we will set out for you in response to your request. Where applicable, you have the right to object to processing of your personal data for certain purposes.
- If you want to retract your permission for us to use your personal data for marketing purposes.

We may need to request specific information from you to help us confirm your identity when contacting us.

Making a complaint

If you believe we have not treated your personal data in an appropriate manner and are therefore concerned about our information rights practices you can make a complaint to us in writing. Complaints will be dealt with by the Data Manager and will be responded within 14 days. If you are not satisfied with the way your concern has been handled, you can refer your complaint to the Information Commissioner’s Office 0303 123 1113.