

Privacy Notice - New Forest Health and Leisure

New Forest Health and Leisure are committed to protecting and respecting your privacy. For the purpose of the 2018 General Data Protection Regulation, the data controller is New Forest District Council, Appletree Court, Beaulieu Road, Lyndhurst, SO43 7PA. You can contact the Councils Data Protection Officer at data.protection@nfdc.gov.uk

Why we need to process your personal information...

- If you wish to join a membership option, either in person at a leisure centre or online at newforest.gov.uk/leisure your information is needed to meet the terms and conditions of your contract and, if you are taking out a direct debit, for legal obligations required by our financial systems (an encrypted copy of your online mandate is held for six years). If certain information is not provided, we may be unable to process your membership application
- If you wish to register to use the gym as a pay as you go customer, your information is needed to meet health and safety protocols
- If you wish to enrol yourself or any dependents onto courses, your information is needed to process your account
- If you have contacted us and require us to reply to you, your information is needed to enable us to make contact with you

What information do we need to collect?

The information we collect includes; title, name, postal address, email address, telephone contact numbers, date of birth, relevant medical details and, if you are joining a direct debit membership, your bank details.

We will use your information to:

- Register you on our New Forest Health and Leisure systems and set up your account
- Provide notifications directly affecting the delivery of our service to you including changes to opening times, class cancellations, booking changes, programme changes and facility closure/downtimes. These notifications may be made by

telephone or sent by email, text message, mobile application, post or other means

- Inform you if your membership option is nearing expiry
- Inform you of any price increases
- Communicate with you via email if you use our online booking service
- Record accidents/incidents
- Ask for your feedback on the facilities that you use
- Provide anonymous data (remove all personal data) and use it for statistical purposes

We may need to share your information with our service providers, associated organisations and agents for the above purposes (Gladstone, Worldpay, Life Fitness, Sign-Up-To, SNAP, Active Lifestyles referring agencies, NFDC Corporate Health and Safety Team). We WILL NOT share your information with any external party for marketing or promotional purposes.

Who has access to your information?

New Forest District Council leisure centre staff, Leisure Services Department and ICT Department.

How long will we keep your information? - On our user system 12 months since your last visit date. Forms may be kept longer for contractual/legal reasons.

New Forest Health and Leisure also maintain a list of people who have expressed an interest in receiving updates about their local leisure centre – this is an opt in only service The information below will assist you in understanding if you opt in to receiving marketing, what communications we send, how you can notify us of changes in your preferences and how to unsubscribe.

Email newsletters – updating users on what's happening at their local centre, promotions as well as facility news, this will include member specific offers and benefits. Should you wish at any time to unsubscribe you can do so by following the instructions within any electronic communication. In addition you may reply by email or at the centre in person requesting that your email address be unsubscribed.

Leisure app - If you use our app, we may send you push notifications informing of class cancellations or changes to the programmes. You can update your personal preferences within the settings of your app.

Information we may collect from you whilst you are using our web services

We may collect information about your computer including your IP address, traffic data, location data, weblogs and other communication data operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. They help us to improve our site and to deliver a better and more personalised service. To find out more about cookies visit;
newforest.gov.uk/article/12727/Cookies-Policy

Where we store your web based personal data

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We take every precaution to ensure data is safe and secure however we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to withdraw consent at any time. If you feel that your data has been misused or compromised in any way it is your right to make a complaint for investigation to the Information Commissioners Office.

The contact details are below-

Information Commissioner

<https://ico.org.uk/>

Telephone helpline

0303 123 1113

Email

casework@ico.org.uk

Further information

For further general information plus information on access, portability, withdrawal of consent, correction, restriction, objection and notification see New Forest District Councils 'Information Rights Policy'; ask at Reception for a hard copy or it is available electronically at

newforest.gov.uk/article/18215/GDPR