

Sporting Chance - Children's Sports Provision

Privacy Notice 2018

Sporting Chance are committed to protecting you & your child's privacy. This privacy notice details the information we collect from you when you access our website and also when you join our organisation, the reason for collecting information, the steps we take to ensure this information remains confidential, and your rights to access the information, amend the information, or withdraw / change the information and / or the way we contact you.

CHANGES TO THIS PRIVACY POLICY

We may change this privacy notice from time to time in order to reflect changes in the law and/or our privacy practices. We encourage you to check the privacy notice for changes whenever you visit our website (<http://www.sportingchance-pt.co.uk>).

By accessing the privacy notice you acknowledge that you have read and accepted the terms and consent to your personal information being used as set out in the notice.

OUR INTENTIONS

We collect some basic information from you in order to improve your browsing experience. Except as explained in this policy statement, we will not release any personal information to a third party under any circumstances unless expressly authorised to do so by you, or if we are obliged to do so by law.

All information will be dealt with in accordance with the Data Protection Act 1998 and we will always aim to meet current Internet best practices. To find out more about Data Protection, our Data Protection Policy can be provided upon request.

THE INFORMATION WE COLLECT FROM YOU

We'll collect personal information from the following general sources:

- From you directly, and any relevant information from family members
- Information generated about you & or your child when you use our services

When you register with us, you provide us with the following personal information:

- your name (address if applicable) and name of your child and any carer appointed by you for your child
- year group and age of your child (DOB if applicable)
- email address (yours, not child's)
- school name
- actual payment made and due for the child's participation in our activities and method of payment (but not bank name, account numbers or sort code or card information)

- mobile phone number , also landline number if applicable
- any health issues information re your child which may be relevant and information re medication taken in the past / needed now
- any health & / or mobility issues re you & / or carer of child who will be in attendance at our venue / occasion which you consider relevant

We collect this information in order to identify you (and your child) and to allow us to notify you (and your child) of any important service announcements / amendments or significant updates. This information is used to ensure your child is in the correct group/category for their age (at time of joining and ongoing). We invite you to advise re your own health / mobility issues (or carer of child) to ensure your comfort & safety at the venue. If you do no longer wish to receive information from us you can opt out by advising us at any time. You also have the right to edit personal details at any time. You may also amend how you receive information / contact from us at any time by contacting us as below.

We like to keep you informed via email updates which are sent to the contact email address you provided when registered for services with Sporting Chance. It is your right to amend this contact at any time or advise you do not wish to continue to receive updates about courses by advising you wish to 'unsubscribe'. There are occasions where we ask for extra personal information, such as online questionnaires. Any details collected are stored securely offline and are not stored on our web server.

There are occasions when we will need access to your information at a venue, e.g. this could include health information and / or emergency contact. At venues this will be held safely and securely using paper records, the information will be up-to-date as provided by yourself and is kept safely during the meeting. After the meeting it is returned securely to our office.

On the rare occasion a payment has not been made for a course, we will contact you using the information provided by you (online registration form) until payment has been made.

Special note for users under the age of 18

If you are under the age of 18, you must obtain permission from your parent or guardian before registering or providing any personal information to us.

WHAT WE DO WITH THIS INFORMATION

The personal information you provide r.e you and your child when you register with us is stored in our secure database and on the web server at the hosting company. This information is only accessible to our administration staff, and the server administrator at the hosting company.

HOW AND WHEN CAN YOU WITHDRAW YOUR CONSENT

Where we're relying upon your consent to process personal data, you can withdraw this at any time by contacting us using the details below via phone or email.

HOW WE PROTECT YOUR PERSONAL INFORMATION

We seek to comply with the Data Protection Act 1998 and take all reasonable care to prevent any unauthorised access to you and your child's personal data.

Sporting Chance does not sell, transfer or share any personal information about you or your child to any other organisations or third parties.

We use appropriate technical and organisational measures and precautions in order to protect you and your child's personal data and to prevent the loss, misuse or alteration of you and your child's personal information.

UPDATING YOUR PERSONAL INFORMATION

You can request access to your information r.e you and / or your child at any time, you may update / amend information held at any time, and you may request changes to how we communicate to you by contacting the named person below, who has overall responsibility for Data Protection within our organisation.

Data Controller: Spencer Davies info@sportingchance-pt.co.uk / 07825 155954

HOW LONG DO WE HOLD YOUR INFORMATION ON FILE

We hold information about you and your child for as long as your child actively uses our services, unless you ask us to remove the information at any time.

If your child has not used our services for more than three years we'll contact you and ask if you wish us to retain / amend your child's personal data to keep you & your child advised of future activities which may be of interest to you and your child. Unless you reply 'yes' we'll mark your records as 'inactive' and we will not contact you again.

OUR CONTACT WITH YOUR CHILD

We will never contact your child directly. Our only contact with your child will be at their lessons / venues and only in respect to their lesson / progress / safety / participation in our activities.

WHAT ARE YOUR RIGHTS UNDER DATA PROTECTION LAWS?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not. The right of data portability is only relevant from May 2018.

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the "right to be forgotten")

- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information (“data portability”)
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you

You have the right to complain to the Information Commissioner’s Office which enforces data protection laws: <https://ico.org.uk/>.

WHAT WE STORE IN COOKIE FILES

Cookies

There is a technology called “cookies” which may be used by us to provide you with, for example, customised information from our website. A cookie is an element of data that a website can send to your browser which may then store it on your system. If you wish, you can usually adjust your browser so that your computer does not accept cookies. Please remember cookies do not contain confidential information such as your home address, telephone number or credit card details. We do not exchange cookies with any third party websites or external data suppliers.

We currently collect information about your computer in order to tailor the web pages we provide to you. This information is collected from your computer regardless of whether or not you register with us and is not personal to you in any way. This includes analytics of our website including:

- Visitor numbers
- Visitor behaviour
- Page analysis
- Pages of origin
- Browsers and systems

DISCLAIMER

We encourage you to read the privacy notice of any websites listed on our website that you choose to visit so you may understand what information is collected from you and for what purpose. Sporting Chance cannot be held responsible for the policies of any third party website listed on our website and you access these websites at your own risk.

Any cookie we store on our computer is set to expire three months after your last visit to the Sporting Chance website and is automatically removed from our computer once this three month period has elapsed.

CONTACTING US

If you have any concerns about this privacy notice or feel that we are not adhering to the provisions set out here, please do not hesitate to contact us.

Person responsible for Data Protection: Spencer Davies

Email: info@sportingchance-pt.co.uk or telephone 07825 155954

CHANGES TO THIS PRIVACY POLICY

We reserve the right to amend this policy at any time in response to your feedback, new or altered systems and procedures, Internet best practices and UK and European law.