Privacy Notice

INTRODUCTION

At Club Laurus we are committed to protecting your privacy and are the data controller for the purpose of UK General Data Regulation (GDPR).

We collect and process personal data about you to provide the services you use, operate our business, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfil other legitimate interests.

Our Privacy Notice explains how we collect, use, share and protect your personal information. When we update this policy we will post any changes on our website.

If you have any queries about this Notice please contact us at Club Laurus, Cheadle Road, Cheadle Hulme. Stockport. Cheshire. SK8 5GB. Alternatively send us an email enquiries@clublaurus.org.uk

IDENTITY OF DATA CONTROLLER

The Data Controller in respect of this Privacy Notice is The Laurus Trust, Cheadle Hulme High School, Woods Lane, Cheadle Hulme, Cheshire SK8 7JY Company registration number 7907463.

WHEN DO WE COLLECT INFORMATION?

We collect your personal information when you:

- Complete a Block Booking Agreement
- Complete a Sports Hall Booking
- Complete an Outdoor Pitch Booking
- Register interest for upcoming Club Laurus events
- Ask us for more information about a product or service, or contact us with a question or complaint
- Take part in a competition, prize draw or survey
- Contact Club Laurus team through telephone, email or online
- Send an email to enquiries@clublaurus.org.uk
- Have an accident at Club Laurus or where there was an incident where you were a witness or personally affected
- Use the Club Laurus app
- Attend Club Laurus and your image is captured on our CCTV system. We operate CCTV on our car parks, and entrance doors for the safety and security of our staff, students, visitors and the facilities. The CCTV images are deleted every 14 days.
- We have an intelligent play monitoring system on the 3G pitch where images are used for monitoring usage of the playing surface to manage maintenance scheduling in accordance with warranty conditions.

WHAT INFORMATION DO WE COLLECT?

The information we collect is required for the purpose of creating your Member Account. Such information allows you to be identified as a member of Club Laurus and includes:

- Name, date of birth, gender, e-mail address, postal address, telephone number and whether you require disabled access
- Credit or debit card information, information about your bank account number and sort code or other banking information. Note that we do not store your bank or credit card details on our web servers
- Your contact with us, such as a note or recording of a call you make to our contact centre, an email or other records of any contact you have with us
- Your membership information – such as dates of payment owed and received, the services you use and any other information related to your account

HOW DO WE USE THIS INFORMATION?

We will use your personal information to provide you with the services, products or information that you have requested, for administration purposes, to improve your website experience, and marketing. We may need to share your information with our service providers, associated organisations and agents for these purposes. We may use your information to:

- Process your booking through EZ Facility, our chosen bookings software.
- Bill you for using our services as part of your booking.
- Keep you informed about our services including operational matters relating to your booking.
- Provide relevant services to you.
- Contact you with offers or promotions based on our analysis of how you use our services and what we think will be of interest to you (unless you choose not to receive our marketing messages.)
- Respond to any questions or concerns you might have about our services.
- Understand how you use our services, to help us develop relevant and updated services.
- Carry out research and statistical analysis to monitor how customers use our services.
- Prevent and detect fraud or other crimes.

Where we process your personal data based on your consent you have the right to withdraw consent at any time, for example your consent to receive direct marketing. If you no longer want to receive marketing messages from us, please let us know if you wish to opt out by telephone 0161 507 5308 or email us at enquiries@clublaurus.org.uk. Alternatively, if you are no longer a registered user, and wish to remove your consent to receive marketing content please contact by email to enquiries@clublaurus.org.uk

We'll store your information for as long as you are a hirer of Club Laurus, or following cancellation and to meet legal requirements including financial audit, anti-fraud and money laundering regulations we will store your information for no more than 6 years from the last activity on the account. An 'activity' can be classified as access into a gym or a payment made on the membership account. We may contact you about Club Laurus services during these 6 years if you have opted in to receiving marketing communications from us.

KEEPING YOUR PERSONAL INFORMATION SECURE

We will ensure that the information we collect and maintain is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

We ensure the organisations that provide us with services related to your booking and use of Club Laurus have appropriate security measures and only process your information in the way we have authorised them to. These organisations will not be entitled to use your personal information for their own purposes.

WILL WE DISCLOSE THE INFORMATION WE COLLECT TO OUTSIDE PARTIES?

We may share information about you with:

- Service providers, agents and associated organisations to allow us to service your membership and communicate with you; for example, financial institutions to process payments, and freelance personal trainers when you sign up to classes
- Law enforcement agencies, regulatory organisations, courts or other public authorities where we have a legal obligation to do so

YOUR PRIVACY RIGHTS

You have the following rights in relation to your data privacy: the right of access; the right of rectification; the right of erasure (the "right to be forgotten"); the right to restriction of processing; the right to be notified; the right to data portability; the right of objection; and the right to not be subject to automated profiling.

Access. You have the right to ask for a copy of the information we hold about you and to have any inaccuracies in your information corrected. Please contact us through email to enquiries@clublaurus.org.uk or writing to the address below.

Rectification. If you believe we're holding inaccurate information about you, your personal details change or your debit, credit and bank account changes, please email us enquiries@clublaurus.org.uk

Erasure. You have the right to the erasure of the data we hold on you, when it is no longer needed for the purposes of your Membership or use of our facilities, or when you withdraw your consent for our processing (and we have no other lawful basis to hold your data).

Restriction. You have the right to ask us to place restrictions on processing your data in certain circumstances.

Notification. You have the right to be notified of any rectification, erasure or restrictions in relation to your personal data.

Portability. You have a right to receive the data we hold on you electronically in a format that allows it to be easily transferred to another data controller.

Object. You have the right to object to data processing of your personal data for direct marketing or profiling purposes.

Profiling. You have the right not to be subject to any decision based on automatic processing of your personal data.

The address to be used to obtain a copy of your personal information is: Club Laurus, Cheadle Road, Cheadle Hulme, Stockport, Cheshire, SK8 5GB. You can also contact us by emailing enquiries@clublaurus.org.uk

CHANGES TO THIS PRIVACY NOTICE

We will update this privacy notice to reflect the way in which we process and protect your data. If we do so, we will post notice of the change on our website and you will have the opportunity to adjust your communications preferences via email enquiries@clublaurus.org.uk