



Fishburn

Youth & Community Centre

PRIVACY POLICY

May 2018

WHO WE ARE

This policy tells you what to expect in relation to personal information about you which is collected, handled and processed by Fishburn Youth & Community Centre (“FYCC” or “We”) as Data Controller.

We are committed to protecting your data and respecting your privacy.

We aim to be clear when we collect your data and not do anything you wouldn’t reasonably expect with your data. We handle and process data in accordance with the General Data Protection Regulation 2018 (“GDPR”) and the Privacy and Electronic Communications Regulations 2003.

INFORMATION WE MAY COLLECT

You give us information when you wish to make a booking, connect to our Wifi, request to join our mailing list or wish to join the youth club, fill out a survey or other form; request us to provide you with information or buy tickets to an organised event at FYCC in person, by phone or email.

The information we may collect, hold and process about you, provided by you, may include:

- Name
- Address
- Email address
- Date of Birth
- Medical Condition/Medication & Disability Information
- Telephone number(s)
- Purchase/transaction history
- Encrypted record of login password (room bookings only)
- Your preference for how we communicate with you about our activities
- Photographs
- IP address
- Information that is available publicly, including social media username if you interact with us through social media channels
- Record of accidents and treatment received
- We maintain a record of your transaction history.

We keep a record of the emails we send you, and we may track whether you receive or open them so we can make sure we are sending you relevant information. We may track subsequent online actions such as room bookings, tickets purchased or use of public wifi.

We may monitor or record calls for security and training purposes and to improve the quality of our services.

Your image and car number plate may be recorded by CCTV when you visit the community centre. This footage may also be used to exercise and defend our legal rights. Where necessary this footage will also be shared with the authorities for law enforcement purposes.

HOW WE USE YOUR INFORMATION

The above information is used to:

- provide our services to you and enable us to process, administer and manage your booking enquiries;
- create an account so that we understand and respect your preferences;
- inform you about changes to our products and services or new products and services, event offers and promotions;
- communicate information about any agreement you may have with us or have enquired about;
- inform you about offers and promotions that may be of interest to you;
- keep a record of your relationship with us and how you prefer to be contacted;
- analyse your personal information to create a profile of your interests and preferences so we can contact you with information most relevant to you;
- comply with legal and regulatory obligations placed on FYCC.

We may use profiling and segmentation to ensure communications are relevant to you. For this purpose we may analyse geographic, demographic and other information relating to you to enable us to understand your preferences.

FYCC may from time to time create images and/or audio-visual footages of you. We remain the owner of all rights in such footages and shall be entitled to use such footage on any media platform for the following purposes:

- Promotional, marketing and commercial purposes
- Prevention of crime, safety of volunteers & visitors and the protection of FYCC & its property.

HOW WE KEEP YOUR INFORMATION SAFE

All personal information we hold is stored on our secured servers in the UK and EU.

Access to our information is strictly controlled. We may disclose your details to police, regulatory bodies or legal advisors if so required.

We will ensure that access to your information is limited to:

- Staff/Committee that need access to your information in order to meet agreement requirements
- Such part or parts of the information as is strictly necessary to enable that staff/committee member to perform their duties.

We will also ensure that all our Staff/Committee Members

- Are informed of the confidential nature of the information we hold
- Have undertaken training in the laws relating to handling information
- Are aware both of our duties and their personal duties and obligations of GDPR

We will also take reasonable steps to ensure the reliability of any staff/committee member who has access to this information.

DISCLOSURE OF YOUR INFORMATION

We do not share your information with any third party without your agreement unless we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of FYCC, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Any third party providers used by us to fulfil our contractual obligations to you will only collect, use, store and disclose your information in the manner and to the extent necessary for them to provide their services to us. We have written agreements in place with each third party to ensure that your information is kept securely, is not used for any other purpose and is deleted when no longer required.

Such third party providers may include:

- Email distribution service;
- SMS distribution service;
- Website provider;
- Insurers;
- Online Form Providers;
- Room Booking System.

We never sell personal information to third parties.

Our Website may, from time to time, contain links to and from the websites of organisations, we work with. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

WHAT IS THE LEGAL BASIS FOR PROCESING THE INFORMATION

The legal basis for collecting and processing your data may be:

Consent – you may have given us your consent to use your data for example when you tick a box to receive marketing emails, offers and newsletters. You can withdraw your consent at any time.

Agreement obligation – to enter into an agreement with us we need your personal information (including financial information) to process and fulfil the contract for example a room booking

Legal obligation – if required by law to process personal information for example to comply with health and safety and equality obligations or to provide information to the police to prevent fraud or criminal activity.

Legitimate interest – for a genuine business reason that does not override your rights, freedom or interests for example administrative purposes, or using your purchase history to send you personalised offers.

YOUR RIGHTS

You have the right at any time to ask for a copy of the information we hold about you and confirmation of how it is being processed. You will be required to verify your identity when making a request. If you would like to make a request for information please:

Email – enquiries@fycc.org.uk or Send a request in writing to Data Protection Officer, Fishburn Youth & Community Centre, Butterwick Road, Fishburn, TS21 4ED

You also have the right to:

- request that we correct inaccuracies to your information or complete your information if incomplete. You must notify us of any updates, amendments or corrections to previously collected personal information via email to enquiries@fycc.org.uk or in writing to the above address. We require you to keep the personal information we hold on you up to date and accurate;
- request that we delete some or all of your personal information for example if it is no longer necessary for us to hold it for the purpose it was provided and we have no legal basis to retain it;
- request that we stop or limit the processing of your information where you think the information we hold is inaccurate (until the accuracy is proved or updated); if you have objected to the processing (when it was necessary for legitimate interests); if you have consented to the use of it; or if it is no longer necessary for us to hold it for the purpose it was provided and we have no legal basis to retain it;
- (in certain circumstances) move, copy or transfer your personal information to another organisation or to yourself. This applies only to personal information you have provided us with and is being processed by us with your consent or for performance of a contract and is processed automatically;
- (in certain circumstances) you have the right to object to certain types of processing of your personal information when it is based on legitimate interests, when it is processed for direct marketing including profiling, or when it is processed for the purpose of statistics.

HOW LONG DO WE KEEP YOUR INFORMATION?

Your personal information will be retained for no longer than is necessary to fulfil the purpose for which we collected it or as required to satisfy any legal or reporting obligation or to resolve a dispute or enforce an agreement.

When We no longer require your personal information, We will dispose of it in line with approved company processes. If personal data is retained for legal or reporting obligations it will be archived and reduced to the minimum information required.

WITHDRAWING CONSENT

If you have provided us with your consent to process your personal information you have the right to withdraw this at any time. In order to do so you should contact us by emailing enquiries@fycc.org.uk

CONTACT US

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us by contacting:

Data Protection Officer
Fishburn Youth & Community Centre
Butterwick Road
Fishburn
TS21 4ED

enquiries@fycc.org.uk

01740 629536

You also have the right to contact the Information Commissioners Office at
<https://ico.org.uk/concerns/>.

CHANGES TO THIS NOTICE

Our policies are constantly under review and this Privacy Notice may be changed by us at any time. Any changes shall be posted on the Website (www.fycc.org.uk) and we recommend that you check regularly to review the latest version.