



# PRIVACY POLICY FOR GYM/SPORTS FACILITY CLIENTS

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## **Privacy Notice for Gym/Sports Facility Clients**

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### **1. Privacy notice**

Under general data protection regulations (GDPR), individuals have a right to be informed about how The Academy of Woodlands use any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about clients.

We, The Academy of Woodlands are the 'data controller' for the purposes of data protection law.

You can contact our Data Protection Officer.

### **2. The personal data we hold**

Personal data that we may collect, use, store and share (when appropriate) about clients includes, but is not restricted to:

- Contact details incl e-mail address, postal address, telephone number, contact preferences, emergency contact details and date of birth.
- Health declaration, ethnic origin and whether you would require disabled access
- Photograph for membership identification purposes only.
- CCTV images captured whilst using the facilities.
- Facilities usage records
- Membership information, such as expiration dates, payment details and records



### **3. Why we use this data**

We use this data to:

- Provide information about products, services or answer questions or complaints
- If you take part in a competition, prize draw or survey
- If you have an accident in our facilities or there was an incident where you were a witness or personally affected
- For the booking of classes, courses, inductions and lettings
- To inform you of any changes to our facilities that may effect you
- Process and store your membership application/details
- Process your membership/lettings bookings and payments

### **4. Our legal basis for collecting and using this data**

The Academy of Woodlands holds the legal right to collect and use personal data relating to Gym and Sports facilities in order to meet legal requirements and legitimate interests set out in the GDPR and UK law, including those in relation to the following:

- Article 6 of the GDPR

### **5. Collecting this information**

While the majority of information we collect about clients is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information from you, we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying.



## **6. How we store this data**

We securely keep personal information about clients while they are attending our facilities. We may also keep it beyond attendance of our facilities if this is necessary in order to comply with legal obligations. Our Data Retention Policy sets out how long we keep information about clients.

This information is stored securely in line with The Academy of Woodlands GDPR Data Protection Policy.

The Academy of Woodlands does not store personal data indefinitely, data is only stored for as long as it is necessary to complete the task for which it was originally collected.

## **7. Data sharing**

We do not share information about clients with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about clients with:

- Service providers – EZ Facilities for Gym membership and SchoolHire for Sports facilities to enable them to provide the service we have engaged with them in line with our contractual obligations for our membership/lettings software
- Our auditors - to meet our legal obligations of having an internal and external audit
- Police forces, courts, tribunals - fulfilling our legal obligations to prevent crime and comply with court orders etc
- Charities and professional bodies - either through consent or under the public interest in order to provide relevant services such as awards and achievements



## 8. Clients rights regarding personal data

Individuals have a right to make a **'subject access request'** to gain access to personal information that The Academy of Woodlands holds about them. Clients can make a request with respect to their data

If you make a subject access request, and if we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request please contact our Data Protection Officer.

## 9. Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact our Data Protection Officer.



## 10. Complaints

We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our data protection officer. Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## 11. Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our Data Protection Officer Miss Kathryn Preston, email address: [Dpo.1@aow.uk.com](mailto:Dpo.1@aow.uk.com)