



At Hazel Grove Sports Centre we are committed to protecting your privacy.

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 Hazel Grove Sports Centre, Jacksons Lane, Hazel Grove, Stockport, SK7 5JX. Alternatively send us an email [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.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.

### **SUPPLEMENTARY NOTICE - COVID-19**

This supplementary notice is to make it easier to understand and provide you with more information about how we may process your personal information in relation to the unprecedented challenges we are all facing during the coronavirus pandemic (COVID-19).

At this time, we may seek to share your personal data limited to contact information only with the necessary Government bodies in support of the track and trace scheme, to ensure the safety and well-being of all our customers and employees.

Such information will be limited to what is proportionate and necessary, considering the latest guidance issued by the Government and health professionals, to manage and contain the virus.

Any information which is shared will only be shared on an essential basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

The legal basis for processing the data for this purpose is that it is necessary in order to protect the vital interests of individuals in monitoring and dealing with the COVID-19 pandemic.



## WHEN DO WE COLLECT INFORMATION?

We collect your personal information when you:

- Complete a Membership Agreement
- Complete a Block Booking Agreement
- Complete a Sports Hall Booking
- Complete a Studio Booking
- Complete a Gymnasium Booking
- Complete a Classroom Booking
- Complete an Outdoor Pitch Booking
- Complete Pay As You Go Bookings
- Book or attend an exercise class
- Ask us for more information about a product or service, or contact us with a question or complaint
- Take part in a competition or survey
- Visit or browse our website
- Contact Hazel Grove Sports Centre team through telephone, email or online
- Send an email to [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.uk)
- Have an accident at Hazel Grove Sports Centre or where there was an incident where you were a witness or personally affected
- Complete an exercise disclaimer form
- Attend Hazel Grove Sports Centre and your image is captured on our CCTV system. We operate CCTV on our car parks, entrance doors, outdoor pitches, corridors and in the gym for the safety and security of our staff, students, visitors and the facilities. The CCTV images are deleted every 30 days.

## WHAT INFORMATION DO WE COLLECT?

The information we collect is required for the purpose of creating your membership for you to join our gym and/or for the use of our facilities. Such information allows you to be identified as a member or user of the facilities at Hazel Grove Sports Centre and includes:

- Name, date of birth, gender, e-mail address, postal address, telephone number, health declaration 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 server
- Your contact with us, such as a note of a phone call you make to us, 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.
- Your image if it is captured on our CCTV system. The CCTV images are deleted every 14 days.



## 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, for your safety and security, to improve your website experience, and marketing. We may need to share your information with our service providers for these purposes. We may use your information to:

- Carry out an authentication check as part of your membership application or preferred payment method. This is carried out by GoCardless for monthly direct debits and/or Paysafe for ad hoc credit/debit card payments. It is NOT a credit check.
- Process your membership application through SportsBooker, our chosen membership software
- Bill you for using our services
- Keep you informed about our services including operational matters relating to your use of our facilities.
- Contact you with offers 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
- 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 4822567 or email us at [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.uk) Alternatively, if you are no longer a member, and wish to remove your consent to receive marketing content please contact us by email to [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.uk)

We'll store your information for as long as you are a member of Hazel Grove Sports Centre or use our facilities, 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 end of the year of 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 Hazel Grove Sports Centre 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 membership and use of Hazel Grove Sports Centre 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 third parties:

- To allow us to service your membership or booking and communicate with you, for example financial institutions such as GoCardless to process payments; and
- Where the law either requires or allows us to do so.

## COLLECTION OF CHILDREN'S DATA

Hazel Grove Sports Centre will only collect children's data (name, address, parent/guardian's emergency contact details) for exercise disclaimer forms where applicable for supervised gym sessions. These are signed by a parent or legal guardian and are stored for no more than 3 years after the child has stopped using our facilities.



## 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 at [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.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 at [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.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 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: Hazel Grove Sports Centre, Jacksons Lane, Hazel Grove, Stockport, SK7 5JX. You can also contact us by emailing [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.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 at [enquiries@hazelgrovesportscentre.co.uk](mailto:enquiries@hazelgrovesportscentre.co.uk)