



Privacy Notice - Leisure Centres

Halton Borough Council is the data controller for the personal information you provide.

Leisure Services can be contacted on 0151 511 1000 or by email to Haltonleisurecentre@halton.gov.uk

This privacy notice is published in accordance with the General Data Protection Regulations (GDPR). This notice provides general information on the way in which the personal information you provide is managed and processed by Sports Services

Information we collect about you

We may collect and process the following data about you:

- Information provided voluntarily by you. For example, when you register for information, apply for a particular service or make a comment or complaint
- Information that you provide when you communicate with us by any means such as email, letter, telephone call, myfitapp or when you visit a centre.

Use of Your Personal Data

The information you have provided to Sports Services will be used to administer all aspects of your membership, bookings or activities with us, which could include Halton Leisure Centres contacting you following submission of a written form or attendance at a Centre.

Contractual use of your personal information, which will have been provided with a membership application, will form part of a contract with Sports Facilities Services as part of a membership.

The consequences of not completing membership application forms and booking forms and agreeing to this use of your personal information is that the Sports Service will be unable to process your membership or booking.

Halton Borough Council is legally able to process your personal data:

- When you have freely and explicitly provided your consent to this processing
- When the Council has a statutory duty to collect and process this information to provide the required service or undertake a statutory function



- When your personal data forms part of a contract between you and the Council
- To comply with a legal obligation (The Health Protection (Coronavirus, Collection of Contact Details etc and Related Requirements) Regulations 2020)

Sharing of Personal Data

If you are on a direct debit with Sports Services we may need to share your personal detail with Halton Borough Council's internal IT services and or Gladstone for the purpose of managing your membership and to process our direct debits.

Sharing of your personal Data if you are using our myfitapp is very limited, the data is being entered by members of the public on our platform where they have the right to be forgotten and can do this directly in the app settings. Please refer to the app's privacy information.

Protecting Your Personal Data

Sports Services and its administrative services partners (Gladstone) (Innovatise), will keep your unpublished personal data safe and secure within the General Data Protection Regulations. The Council will ensure that appropriate safeguards are in place to keep your personal data secure. All personal data (that is kept in paper form) is kept away in locked storage where only employees dealing with memberships and/or bookings can access. All Personal data on our systems will need passwords to access with staff access restricted to essential users only.

Keeping Your Personal Data

Your information will be kept for seven years in line with Halton Borough Council corporate retention policy and schedule, unless you explicitly request it to be removed. This right to have your data removed is not an absolute right, for example, we will need to retain your data if this information forms part of a statutory or legal obligation, public registry or an existing contract. The information provided will be sensitively saved and destroyed according to our statutory requirements and retention policy. Paper copies of the membership application forms and direct debit information will be destroyed once processed. Our membership system retention policy is 7 years, after moving to cancelled/expired status records will be fully erased after 7 years which will leave no trace on our systems.



Contact details collected as part of our legal obligation with such as The Health Protection (Coronavirus, Collection of Contact Details etc and Related Requirements) Regulations 2020) will be retained for 21 days.

Your Rights

There are a number of rights that you may exercise depending on the legal basis for processing your personal data. In most cases, these rights are not absolute and there may be compelling or overriding legal reasons why the Council cannot meet these rights in full. This will be explained to you in more detail should you contact the Council for any of the reasons detailed below:

- request a copy of the personal information the Council holds about you;
- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on the Council's processing of your data;
- to object to processing; and
- to request your data to be ported (data portability).

Where the processing of your personal data is based on your consent, in most circumstances you have the right to withdraw that consent at any time and the Council will act on your instructions.

If you have any concerns about how we process your personal data or wish to discuss how to exercise your rights, you may wish to contact the Sports Facility Manager.

Complaints about the use of your personal data

The Council's Data Protection Officer can be contacted on 0151 511 7002, by email to Jonathan.Greenough@halton.gov.uk or in writing to the Council's Data Protection Officer by writing to: Data Protection Officer, Information Governance Service, Halton Borough Council, Municipal Building, Widnes WA8 7QF.

You also have the right to complain to the Information Commissioner's Office using the following details: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 08456 30 60 60 or 01625 54 57 45. Website: www.ico.org.uk



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