



Myerscough College and University Centre Sports Membership Privacy Notice

INTRODUCTION

Myerscough College and University Centre is committed to protecting your privacy.

We collect and process personal data about you in order 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.

This Privacy Notice explains what personal data we collect, how we use it, who we share it with and also provides guidance on your individual rights under the General Data Protection Regulation (GDPR).

If you are asked to provide information to us, it will only be used in the ways stated in this Privacy Notice. We take our GDPR obligations very seriously and will always ensure that personal data is collected, handled, stored and shared in a secure manner.

DATA CONTROLLER

Myerscough College and University Centre is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR). We are registered with the Information Commissioner's Office (ICO) and our registration number is Z8917574.

WHEN DO WE COLLECT INFORMATION

We collect your personal information when you:

- Complete a Membership Application Form
- 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, prize draw or survey
- Visit or browse our website
- Use our facilities (CCTV)
- Consent to be included in photographs of your participation at the gym, part of an event or in a class (your consent will be requested beforehand)

WHAT INFORMATION DO WE COLLECT

- Name
- Date of Birth
- Gender
- Postal Address
- Email Address
- Telephone Number
- Health Declaration
- Credit/Debit Card Information
- Bank Account Details
- Usage Records and Duration of Visits
- Membership Information such as dates of payment, 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 and for administration purposes. We may use your information to:

- Process your membership application
- Bill you for using our services as part of your membership
- Keep you informed about our services, including operational matters relating to your membership
- Provide relevant services to you
- Confirm your attendance to exercise classes or lessons
- Allow you to monitor your gym usage
- 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 and other crimes

Where we process your personal information based upon your consent, you have the right to withdraw consent at any time, for example your consent to receive direct marketing. If you no longer wish to receive marketing messages from us, please visit our website where you can opt out.

CATEGORIES OF PERSONAL DATA

Myerscough College and University Centre recognises the significance of sensitive personal data and will only process such data if certain conditions are met. These conditions are outlined in guidance from the UK Information Commissioner's Office.

OUR LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

Consent

- For the management of direct marketing about our services and products and the use of photographic images

Contract

- To fulfil our commitment to you in relation to the membership package that you have purchased
- The processing and recovery of fees

Legitimate Interest

- Use of CCTV systems in accordance within the ICO Code of Practice for the legitimate purpose of providing a safe environment, facilitating the prevention and detection of crime and to assist with investigations into potential breaches of policies and procedures.

Myerscough College and University Centre will not use the information that you provide to make automated decisions about you.

INFORMATION SHARING AND DISCLOSURE

Myerscough College and University Centre will not sell your personal information.

VISITORS TO OUR WEBSITE

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website. Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see how many people use our website and what pages they are likely to visit. All cookies used by our website are used in accordance with the current Privacy and Electronic Communications Regulations 2011.

Cookies do not provide us with access to your computer/device or any information about you, other than that which you choose to share with us. You can use your web browser's cookie settings to determine how our website uses cookies. If you would prefer that our website does not store cookies on your device, you should set your web browser to refuse cookies. Please be aware however that doing so may affect how our website functions and some features may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

PEOPLE WHO REQUEST INFORMATION FROM US

If you request information from us by letter, telephone, email, via our website or face to face, we will make a record of that enquiry and will use the information you give us to provide you with an appropriate response. We will only use your information for this purpose unless you specifically consent to us contacting you in the future in relation to services we provide. Where such consent is given, you are able to request that we stop contacting you at any time.

HOW LONG WE KEEP YOUR PERSONAL DATA

We will store your details for as long as you are a member, or following cancellation and to meet legal requirements including financial audit, anti-fraud and money laundering regulations and we will store your information for no more than six years from the last activity on your membership account.

YOUR RIGHTS

Under GDPR, you have the rights as an individual to:

- Find out what personal data we hold about you and obtain a copy of this data, free of charge, within one month of you making the request
- Ask to correct inaccurate or incomplete data

If you think we are acting unfairly or unlawfully, you can:

- Object to the way we are using your data
- Complain to the UK Information Commissioner's Office

Under certain circumstances, you also have the right to ask us to:

- Restrict the use of your data (if you have raised issues about the accuracy or use of your data until we have investigated and responded to your concerns)
- Erase your information (the right to be forgotten)
- Comply with your wishes, where you have previously agreed to us processing your data, and have withdrawn consent to further processing
- Provide you with a portable electronic copy of the data you have provided to us.

Should you wish to see what personal data we hold about you, you should make a Subject Access Request to the Data Protection Officer by emailing dpo@myerscough.ac.uk, or in writing to:

Data Protection Officer
Myerscough College
St Michaels Road
Bilsborrow
Preston
PR3 0RY

Further information on your rights can be found at <https://ico.org.uk/>

CHANGES TO THIS PRIVACY NOTICE

We will regularly review our Privacy Notice and reserve the right to amend it from time to time, as required by law. Any changes will be immediately published on our website.