**PRIVACY POLICY**

Sherborne Sports and Leisure Limited (trading as Oxley Sports Centre) are committed to protecting and respecting your privacy.

Sherborne Sports and Leisure Ltd. understands that your personal data is entrusted to us and appreciates the importance of protecting and respecting your privacy. To this end we comply fully with the data protection law in force in the UK (“General Data Protection Regulations”).

This Privacy Policy sets out the basis on which we collect and process personal data about you including our practices regarding the collection, use, storage and disposal of personal data that we collect from you and/or hold about you, and your rights in relation to that data.

Please read the following carefully to understand how we process your personal data. By providing your personal data to us or by using our services, website or other online or digital platform(s) you are accepting or consenting to the practices as described or referred to in this Privacy Policy.

For the purpose of Data Protection Laws, the data controller is Sherborne Sport and Leisure Ltd. registered address of Oxley Sports Centre, Bradford Road, Sherborne , Dorset, DT9 3DA: Registered Charity Number: 1117024 and a Company Limited by Guarantee Registered in England Number: 5869779. The point of contact for Data Protection is the Centre Manager. To subscribe or unsubscribe to marketing lists please contact the Reception at Oxley Sports Centre.

WHAT PERSONAL DATA MAY WE COLLECT FROM YOU?

When we refer to personal data in this policy, we mean information that can or has the potential to identify you as an individual.

Accordingly, we may hold and use personal data about you as a customer, or in any other capacity, for example, when you visit one of our websites, complete a form, access our services or speak to us.  Depending on what services you receive from us this may include sensitive personal data such as information relating to your health.

YOUR PERSONAL INFORMATION

We may collect and process the following data about you:

* Certain personal information such as your name, postal and email addresses, telephone number(s) and payment information
* Information provided at the time of registering for membership is with Sherborne Sports and Leisure Limited trading as Oxley Sports Centre
* The emergency name and contact details (including phone number) of your next of kin: Where you have named someone as your next of kin and provided us with personal data about that individual, it is your responsibility to ensure that the individual concerned is aware of this Privacy Policy.
* Information about your booking and/or use of Oxley Sports Centre facilities.
* If you contact us we may keep a record of that correspondence.
* We may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
* Information that you give us when you enquire or become a customer with us or visit one of our websites.
* It is the individual’s responsibility to adequately secure their own privacy settings when visiting one of our social media sites.
* Enquire about any of our services.
* Fill in a form or survey for us.
* Carry out a transaction on our website.
* Participate in a competition or promotion or other marketing activity.
* Make online payments.
* Contact us, for example by email, mail, telephone or social media.
* Apply for a job with us including name, address, contact details (including email, address and phone number).
* Information obtained from customer surveys, promotions and competitions that you have entered or taken part in.
* Information about complaints and incidents.
* Information you give us when you make a payment to us, such as financial or credit card information.

The data that we request from you may include sensitive personal data. This includes information that relates to the mental or physical health (which may include children’s data). By providing us with sensitive personal data, you give us your explicit consent to process this sensitive personal data for the purposes set out in this Privacy Policy.

ACCEPTANCE OF TERMS

By submitting information to us or using our Website/Social Media sites or registering for services through the Website, you:

Agree to accept the data protection practices outlined in this Privacy Policy; and

consent to our collecting and processing your personal data in accordance with this Privacy Policy.

USE OF YOUR INFORMATION

Your personal data will be kept confidential and secure and will, unless you agree otherwise, only be used for the purpose(s) for which it was collected and in accordance with this Privacy Policy and applicable Data Protection Laws.

We may use the information that you provide or that we collect for the following purposes:

* To register you with Oxley Sports Centre, to set up and manage your Oxley Sports Centre membership account and to administer our services.
* To take advice and action in relation to the collection of debts.
* To provide any services or information you have requested, including through the use of email and text message where appropriate.
* To enable us to carry out our obligations to you arising from any contract entered into between you and us including and relating to the provision of our services.
* Related matter such as, billing, accounting and audit, credit or other payment card verification and anti-fraud screening.
* To provide you with information, products or services that you request from us.
* If you have consented to receive marketing communications from us via email, mail, SMS, telephone or linked to our social media sites we may contact you via these channels to share our news, information and offers.
* To allow you to participate in interactive features of our services, when you choose to do so.
* To notify you about changes to our products or services.
* To respond to requests where we have a legal or regulatory obligation to do so.

If you want us to contact you with details of our special offers, products or services that we think you might be interested in you will now need to opt into our marketing mailing list by ticking the relevant box on any registration form that you complete, including your specifications for receiving this information, or contacting us at the address, Oxley Sports Centre, Bradford Road, Sherborne, Dorset, DT9 3DA

We will no longer be able to contact members directly with offers, products or services unless you have opted into our marketing mailing list therefore if you decide to opt out the onus will be on individual members to check offers, products and services on our websites, social media channels and in centre advertising.

DISCLOSURE OF YOUR INFORMATION

We value your privacy and do not sell your information to any third parties under any circumstances.

DISPOSAL OF YOUR INFORMATION

The Centre will only keep your information for as long as is necessary whilst you are a member. Once you terminate your membership your details will be disposed of after six months. If you are not a member but have enquired or contacted us in other ways and have opted into our mailing list, your personal information will be kept securely. You can unsubscribe at any time.

COMMUNICATING WITH YOU

Your right to control what communications, if any, that you receive from Oxley Sports Centre is important to us. The information below will assist you in understanding the different communications options you have, and how you can notify us of changes in your preferences or to unsubscribe in general.

We only send email, mail, SMS, social media or telephone messages to individuals who have requested them as part of an ongoing relationship we have with an individual or business.

We will always provide notifications to members for class cancellations, bookings or anything that comes under the legitimate interests of the membership terms. These notifications may be made by email, mail, SMS, social media or telephone messages.

Oxley Sports Centre maintains a mailing list of people who have expressed an interest in receiving updates about local club events, special promotions and offers. These may include:

* Newsletters updating members on what’s happening at Oxley Sports Centre, forthcoming social events, and facilities news.
* Selected special offers and special promotions which are catered to your preferences and interests.
* Online Bookings.
* We may use email, mail, SMS, social media or telephone to communicate with you if you use our Online Booking Service or make a payment online. Please see our Online Booking Service terms and conditions for further details.

The above can be sent by email, post or text message according to your preferences. You can subscribe to these updates at any time, and unsubscribe by contacting the Centre Manager at Oxley Sports Centre at any time.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to update, modify and/or change this Privacy Policy at any time. Any such changes will be posted here. If you continue to use an Oxley Sports Centre service after we have changed this Privacy Policy, you hereby consent to be bound by any such changes.

SECURITY

In order to comply with our obligations under the General Data Protection Regulations 2018, we will protect your personal data from unauthorised access, misuse, alteration or loss by using commercially reasonable security measures.

The data that we collect from you will not be transferred to or stored at a destination outside the European Economic Area.

Unfortunately the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of any data transmitted to our site; any transmission will be at your own risk.

 We are not responsible or liable to you for any loss or damage you may suffer or incur in connection with the use of our website which is caused by any event beyond our reasonable control including the electronic transmission of information, content, material and data over the internet and the interception and decryption of it by others.

Where we have given you a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Whilst we take all reasonable steps to ensure that our website continues to be available there may be times when it is not available. This may be for reasons relating to the maintenance of, or alterations to, our website or for reasons beyond our control. We are not responsible to you if our website is unavailable.

Any personal data you provide will be held for as long as is necessary having regard to the purpose for which it was collected and in accordance with all applicable UK laws.

MARKETING

If you have consented to our processing your personal data for marketing purposes, in accordance with this Privacy Policy, we may send you information (via email, mail, SMS, social media or telephone) about our products and services which we consider may be of interest to you.

You have the ‘Right to Erasure’ or to be forgotten. You can ask us not to process your information at any time; please write to: the Centre Manager, Oxley Sports Centre, Bradford Road, Sherborne, Dorset, DT9 3DA. We would ask you to give us a reasonable amount of notice, to give us time to update our systems.  While the precise timings vary by department we generally ask that you give us at least thirty days’ notice.

## CCTV

Many of our premises are surveyed by CCTV for the purposes of security.  Images and videos may be retained for a limited period.

ACCESS TO INFORMATION

You have the right to make a written request for a copy of the personal data that we keep about you (for which we may, at our sole discretion charge a small fee of £10 to cover administration costs) or to correct the details that we hold about you.

If you would like to know what personal information we hold about you, or would like us to correct the details we hold about you, you should write to the Centre Manager, Oxley Sports Centre, Bradford Road, Sherborne, Dorset, DT0 3DA, enclosing proof of your identity (such as a copy of your passport or driving licence) and asking to see your personal information or asking us to correct the relevant information. You will have to give us enough information so we can identify the personal information you have asked to see or have corrected. We do not have to respond to your request until you have given us the information we need and you have paid the fee (if we ask you for one). We will contact you within forty days of you asking to see your records or, where we have asked for further information to identify you, within forty days of receiving such information.