



Privacy Notice – Bookings, and Admissions

This notice provides details of what information we collect from you, what we do with it and who it might be shared with.

Identity and contact details of the controller and the data protection officer

Falkirk Community Trust (the Trust) is the data controller. You can contact the data protection officer at:

*Data Protection Officer
Falkirk Community Trust
Suite 1A
The Falkirk Stadium
4 Stadium Way
Falkirk
FK2 9EE*

dpo@falkirkcommunitytrust.org

Why do we collect this information?

The information is being collected for the following purpose/s:

1. To process your booking and/or admission for events, classes, courses, passes and memberships (excluding gym membership).

The legal basis each purpose is set out below:

Legal basis	Purpose
Consent	
Performance of a contract	1
Legal obligation	
Vital interests	
Task carried out in the public interest	
Legitimate interests	

If you provide us with information in relation to your health this is regarded as special categories data (personal data which the General Data Protection Regulations say is more sensitive, and so needs more protection). Our legal basis for processing this special categories data in relation to your health is your explicit consent.

What information do we collect about you?

We collect your name, address and will hold other contact details such as phone number, mobile phone number and email address if provided.

We may collect your date of birth, the name and contact details of a parent/guardian/emergency contact, your condition of entitlement and/or information regarding

medical conditions/additional support requirements that you divulge which is relevant to the delivery of our classes or courses.

For those paying by Direct Debit, we collect your bank details.

Our computer system holds the following information when you book our services

- Details of past and forthcoming bookings, activities and courses
- Details of amounts for Direct Debit payments
- Details of any payments and financial settlements made
- Notes and comments placed on our systems by staff in connection with your booking

We also keep copies of our communications with you, and your responses.

Where do we collect information from?

We collect information from you or a third party acting on your behalf, for example, a carer, a parent or guardian if you are under 16 years of age, a solicitor, a councillor, another family member.

Who might we share your information with?

Falkirk Council established the Trust in 2011 and the Trust carries out services on behalf of Falkirk Council. We may share your information with Falkirk Council. They are our information governance, legal, health & safety, financial, IT, child protection, insurance advisers, the owners of the sites that we manage, and their environmental health unit are our enforcing authority for health & safety.

We may also share information with IT System administrators & suppliers for the purposes of upgrading and maintaining the systems.

For classes and courses we will share your information with the coaches and/or tutors, some of which may be external and engaged by the Trust to deliver the service.

For golf memberships we will share your information with the golf professional, who is external and engaged by the Trust to deliver a service.

For those paying by Direct Debit we will share your information with Bacs Payment Schemes Ltd.

We may also share your information if we are required to do so by law or with the Scottish Information Commissioner (freedom of information), the Information Commissioner (data protection), the Scottish Public Services Ombudsman (complaints) and the Health & Safety Executive (accidents).

The Trust has a duty to protect public funds. We may check your information within the Trust and with Falkirk Council for verification purposes and/or for the prevention of fraud. We may share your information with other organisations where we are required to do so for the purposes of the prevention or detection of crime.

Will we send your information outwith the UK?

We do not transfer your information outwith the UK.

How long do we keep hold of your information?

We keep electronically held information for 3 years from the end of the calendar year, in which you cease to be a customer.

We keep your paper application form for 12 months from the date of issue.

We keep your original direct debit mandate for 5 years from the end of the financial year in which it was set up.

Class & course attendance registers are held for the duration of the course by the coaches and/or tutors.

What are my rights in relation to the information held about me?

You have the following rights:

- To see any information held about you by making a [subject access request](#).
- To withdraw consent at any time, where the legal basis for processing is consent.
- To data portability, where the legal basis for processing is (i) consent or (ii) performance of a contract.
- To request rectification or erasure of your information, where data protection legislation allows this.

Do I have a right to complain about the way information has been used?

If you have a concern about the way we are collecting or using your personal data, please let us know and we will try to resolve this. If you are still concerned, you can contact the Information Commissioner:

*Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF*

Tel: 0303 123 1113 (local rate)

Fax: 01625 524 510

Email: casework@ico.org.uk

Do I have to provide my personal data to you?

If you want to make a booking for the Trust's events, classes, courses, and/or be issued with a pass or membership then we need to know the information set out above.

Do you use any automated processes to make decisions about me?

We do not use automated decision making processes

v3	Published 03/06/19
----	--------------------