



## City and County of Bristol Indoor Bowls Club Ltd. Privacy Notice (including use of Cookies)

The City and County of Bristol Indoor Bowls Club (“we”) promise to respect the confidentiality of any personal data you share with us, or that we have access to, to keep it safe, and we will always take every effort to protect your privacy

We pride ourselves on our honesty and openness and will always be clear how, when and why we collect and process your information; we promise we will never do anything with your details that you wouldn’t reasonably expect.

Developing a better understanding of our members and donors is crucial, and your personal data allows us to manage your membership and provide the services you are entitled to.

It is expected that club directors and officers may also process member personal data on behalf of The City and County of Bristol Indoor Bowls Club and they too will also be bound by this privacy notice.

### **We collect information in the following ways:**

#### **When you give it to us DIRECTLY**

There are many ways you may give us your information. For example, when you join as a member, begin volunteering, make a donation, purchase our products or communicate with us either by phone, in writing, including email or in person. We are responsible for your data at all times.

#### **When you give it to us INDIRECTLY**

Your information may be shared with us by independent organisations, for example Somerset County Indoor Bowls Association or other such services. These independent third parties will only share your information when you have consented. You should check their Privacy Notice when you provide your information to understand fully how they will process your data.

#### **Via Social Media**

Depending on your settings or the privacy notices for social media and messaging services like Facebook, LinkedIn or Twitter, you might give us permission to access information from those accounts or services.

#### **Via information available publicly**

This may include information found in places such as websites, Companies House and information that has been published in articles/newspapers.

#### **Cookies**

Like most websites, we use “cookies” to help us make our site, and the way you use it, better. We do not store any personal data in the cookies that we use.

Cookies mean that a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields.

In addition, the type of device you're using to access our website or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you're using, what your device settings are. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

The type and quantity of information we collect and how we use it depends on why you are providing it. You should be able to control what cookies are placed on your device through your browser settings. Go to [www.aboutcookies.org](http://www.aboutcookies.org) to find out more about cookies, including how to see what cookies have been set and how to manage and delete them.

Details captured during your visit to our websites will include, but are not limited to, traffic data, location data, weblogs and other communication data and the resources you access. However, all data collected is anonymous and will not identify you as an individual.

### **What personal information we collect and how we use it**

We will only ever capture the minimum amount of information that we need to in relation to your membership, donation or services we provide to you and we promise to keep your information secure. The personal data we will usually collect is:

- Your name
- Your contact details
- Your date of birth
- Your photograph for your membership card, certificates and club montages.
- Your bank or credit card details (as relevant to the service provided)
- Details of the enquiry, service or product

Where it is appropriate, we may also ask for additional information

### **How we will use your data**

We will use your personal data for the legitimate interest of conducting core business activities, these will include:

- Administer your membership or donation, including processing Gift Aid
- Provide you with the services, products or information you asked for
- Providing services, products, guidance or information to clubs and associations for their general activities, including Disclosure and Barring Service checks
- Communicating organisational messages and information to members and club officers
- Facilitate conference, training seminars, meetings and other special event planning
- Supporting the Newsletter
- Providing information and updates to relevant associations, clubs and club officers on club programmes and projects.
- Preparation of directories and certificates, including photographs where appropriate.
- Appointments to committees, club offices, task forces and other assignments within the Club structure.
- To present our website and its contents to you and to allow you to participate in any interactive features on our website
- For HR/Employment records for staff
- Keep a record of your relationship with us
- Understand how we can improve our services, products or information
- In any other way we may describe when you provide the information
- For any other purposes with your consent

### **Sensitive information**

We do not collect any personal information on members classified as 'sensitive' under GDPR.

## **Employees**

We will collect all personal information required to comply with employment legislation, including where necessary sensitive information. This may include medical information and where additionally appropriate we will perform a criminal record search. To prevent discrimination and to ensure diversity, we may request information from the employee on religion, sexuality and ethnicity.

## **CCTV**

In order to prevent and detect crime, and to ensure the safety of our members and staff, we operate CCTV systems at the club premises 198 South Liberty lane, Ashton Vale, Bristol, BS3 2TY. These cameras record footage in real-time and are operated and controlled by our own staff. We would only share this information when requested to do so as required by law, police investigation, or if pertinent to judicial or governmental investigation.

## **Photographs**

From time to time, photographs may be taken for publicity, advertising or display purposes which will include photographs of matches being played, competition winners etc. in which persons may be visible within the frame. If any member indicates that the taking of such photographs should not include them, they should advise the Club Manager in writing and every effort will be made by the Club to comply with their wishes. In the absence of such requests it will be assumed that permission is granted for members' photographic images may be used.

## **Recording Telephone Calls**

We use a voice-telephony system at the club. From time to time we may record calls for the purposes of:

- providing clarification and confirmation of information given or received
- effective staff training

If recording is in operation, callers will be informed that their calls are being recorded for these purposes by a pre-recorded opening greeting message when they call.

Data recorded by the telephone voice recording system will only be used for the purposes set out above. The data shall be held securely and accessed by authorised users only. Within the scope of usage described above, we may export data from the voice recorder. Exported data shall be stored in secure locations but be deleted within 12 months of capture.

## **Data Sharing**

### **1) Our service/host providers**

In the course of our legitimate business activities, there may be a need for us to share, or give access to, your personal data to third parties that provide us with services or host our applications/software that you may access, for instance:

- Our IT development, management and support
- Banking organisations – those that provide our banking/payment services
- HMRC – for Gift Aid, tax and employment details
- Our website development and support provider

We will ensure that data processing agreements, compliant to GDPR, are in place before sharing with, or giving access to, your data with any of our service/host providers.

### **2) Sharing with third parties**

We will never commercially sell your personal data to anyone else.

We will only ever share your personal data in other circumstances, not listed above, if we have your explicit and informed consent at the time of collection. However, we may need to disclose your details if required to the police, other agencies, for example HMRC, regulatory bodies or our legal advisors.

### **How we keep your information safe and who has access to it**

We ensure that there are appropriate physical and technical controls in place to protect your personal details. For example, confidential paper records are securely stored, our online forms are encrypted and our network is protected and routinely monitored. Confidential paper waste is shredded at our premises.

We undertake regular reviews of who has access to information that we hold to ensure that your personal information is only accessible by appropriate staff, directors and members and our service/host providers. We do comprehensive checks on the companies we use before we work with them and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they may have access to as part of providing those services.

We have a duty to report certain types of personal data breaches to the relevant supervisory authority, and where feasible, we will do this within 72 hours of becoming aware of the breach. If a breach is detected and likely to result in a high risk of adversely affecting you, we will inform you without undue delay.

### **Where we store your information**

Your personal information will be hosted securely within the UK or the EU by the City and County of Bristol Indoor Bowls Club..

### **How long we retain your information and how we keep it up to date**

We will only keep your information for as long as we need it to assist you with your enquiry, process your membership, donation, event registration or other services associated to your club membership. There are statutory timescales on how long we should keep your information, for example, gift aid transactions must be retained indefinitely, employment records for 6 years after an employee leaves, financial records must be kept for 7 years, information associated with Health & Safety for three years after an event. We shall delete your information according to these statutory limits, or according to guidance issued by the Information Commissioner.

### **Your rights**

The General Data Protection Regulations gives you certain rights and these are listed below for your convenience, further clarification of your rights is available on the [Information Commissioners website](#)

- You have a right to be informed when your personal data is being collected, what is collected and how it will be used or shared.
- You have a right of access to your personal data: the right of access allows you to be aware of and verify the lawfulness of the processing of your personal data. You can also request a copy of the information which we hold on you. This information will be provided free of charge unless the request is found to be manifestly unfounded or excessive then a reasonable fee will be charged. The application should be made in writing, by letter or email, and addressed to the Membership Secretary, contact details shown below, enclosing two proofs of identification.

Applicants should be aware that where requests are manifestly unfounded or excessive, in particular because they are repetitive, the club can:

- charge a reasonable fee taking into account the administrative costs of providing the information; or
- refuse to respond.

- You have a right in certain circumstances to have inaccurate personal data rectified, blocked (restrict processing), erased (right to be forgotten), or destroyed.
- You have a right in certain circumstances to object to the processing of your personal data for such reasons as direct marketing, automated decision making, profiling; although we can confirm we make no decisions on you using an automated process.
- You have a right in certain circumstances to data portability.

In certain situations, these rights may not apply, for example if you are a valid member we will need to communicate with you about your membership and those services afforded to you as part of that membership; you hold a club office and we need to communicate with you in relation to that office, in which case you will not be able to unsubscribe from these communications.

We collect and process your personal data through legitimate interests or because you have provided it to us to enable us to deliver a service to you. We will only process your personal data as you would reasonable expect us to. You can opt out of our general member mailings at any time.

Finally, if you are unhappy with how we have processed your information, you have the right to lodge a complaint with the Office of the Information Commissioner, contact details below.

### **Changes to this privacy notice**

We may change this privacy Notice from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website [www.bristolindoorbowls.org.uk](http://www.bristolindoorbowls.org.uk) or by notifying you directly.

### **Our contact details**

Membership Secretary  
City and County of Bristol Indoor Bowls Club  
198 South Liberty lane  
Ashton Vale  
Bristol  
BS3 2TY

Tel: 0117 963 3460

Email: [bristolbowls@btconnect.com](mailto:bristolbowls@btconnect.com)

### **Complaints**

If you are unhappy with how we have processed your personal information, please firstly contact the Membership Secretary, details above. If you are still unhappy you may contact the following:

### **Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline: 0303 123 1113 (local rate) or ++44 1625 545 745

*[This privacy notice was last reviewed and updated 24<sup>th</sup> November 2021]*