

You can find out more about us at www.causewaycoastandglens.gov.uk

Data Controller Name: Causeway Coast and Glens Borough Council
Address: 66 Portstewart Road, Coleraine,
Telephone: 028 7034 7034
E-mail: info@causewaycoastandglens.gov.uk

PRIVACY NOTICE

This privacy notice is to let you know how **The Sport and Wellbeing Section** of Causeway Coast and Glens Borough Council will look after your personal information.

Our Standards:

The processing of personal data is governed by the Data Protection Act (DPA) and other relevant legislation. When we ask you for personal information, we will ensure that:

- you know why we need it
- we only ask for what we need and don't collect too much or irrelevant information
- we protect your information and make sure nobody has access to it who shouldn't have
- we only share it with other organisations when it is lawful to do so
- we don't keep it any longer than is necessary
- it is not made available for commercial use without your permission

Why Are You Processing My Personal Information?

The Sport and Wellbeing Section is collecting and processing your personal information because:

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Controller. In addition processing is necessary as part of a contract to Leisure Facility membership (See GDPR Article 6(1)(e)) and for statistical and research purposes (see GDPR Article 89).

Processing of Special Categories of data is necessary for statistical and research purposes in accordance with Article 89(1) and Schedule 1 part (4) of the DPA

2018 (see GDPR Article 9(2)(j)).

This is a customer survey that gives customers the opportunity to provide feedback on their experiences when using a one of Causeway Coast and Glens leisure facilities. By entering the competition and supplying your details you are entering into a contract with Causeway Coast and Glens Borough Council. If you are randomly selected as the competition winner you are agreeing that one picture may be taken of you for advertising purposes to be used on a variety of Social Media feeds and in Local Newspaper articles. The promotional information will include your name along with information about the centre and its activities. Your personal information (picture and name) will be held securely on our computer system and used for promotion/advertising purposes only for a period of one month after which it will be deleted from our computer system and all social media feeds.

As a member your personal details will be held for the duration of your membership and for a maximum of 15 months after the membership is terminated (the current financial year and 3 months following this), this is to facilitate financial checks. During membership your details will be solely used for membership purposes.

How we will use your personal information:

The results of this survey will help us to improve the service that you and others will receive and to measure our performance against key performance indicators. The data you provide will be anonymised, therefore we will not analyse or report data that will make you identifiable. The data that you provide will not be shared with any third parties outside of the Council.

The survey contains some open-ended questions. When providing free text answers, please do not disclose any information that may identify you (e.g. names, email addresses, contact numbers etc.). Your free text comments may be shared within the Council.

Where you have provided anonymous data, we will not be able to identify your responses. Therefore, you will not be able to:

- request access to your data
- withdraw your consent
- object to, or restrict, the processing of data
- rectify the data held
- Legal basis for processing data from the surveys

The processing of data from the survey is to enable us to carry out a public task in line with the needs of our constituents. Participation in this research is voluntary, and you are free to decide not to take part if you do not want to, however we will be unable to identify or remove your responses.

We will use personal information provided for the following reasons:

- service improvement;
- internal reporting and measurement against key performance indicators;
- auditing purposes and
- to contact the winner and notify other participants of the winning individual.

Are there any risks to participating?

There are no risks to participating.

Are there any costs associated with participating?

There are no costs associated with participating.

Will you have to provide contact details?

You do not need to provide contact details to complete the survey.

You will only be asked to provide your contact details if you opt-in to the competition or to request a one-to-one appointment. It is up to you whether you choose to opt into the competition or not.

Please note that if you choose to provide contact details, your survey response will no longer be anonymous. However, your contact details will not be disclosed, and therefore your responses will be reported anonymously, and you will not be identifiable.

What Type of Personal Information Are You Processing?

The information we will be collecting and processing as part of this survey is set out below:

- Names
- Gender
- Age range
- Contact details
- Experience opinions
- General reasonable adjustments

Special Category data:

- Health data (if applicable); and
- Disability data (if applicable).

Individual's names, telephone and email addresses will be destroyed following the selection and notification of a winner. If you are randomly selected as the competition winner you are agreeing that one picture may be taken of you for

advertising purposes to be used on a variety of Social Media feeds and in Local Newspaper articles. The promotional information will include your name along with information about the centre and its activities. Your telephone number will only be used to contact you and inform you of your win and how to accept or reject the prize.

Your personal information (picture and name) will be held securely on our computer system and used for promotion/advertising purposes only for a period of one month after which it will be deleted from our computer system and all social media feeds.

For members information will be held for the duration of membership and for a maximum of 15 months after the membership is terminated (the current financial year and 3 months following this), this is to facilitate financial checks and general membership contact.

Statistical responses will be retained for as long as necessary by Council for use in producing statistical analysis and research into quality and customer experience and usage trends. The information will not include individualised data.

Where Do You Get My Personal Information From?

Your personal information will be sourced from:

- information provided by the individual as part of the survey
- information provided by the individual as part of the competition
- information provided from using our services via survey questions

Do You Share My Personal Information With Anyone Else?

Your information will be held by **The Sport and Wellbeing Section** of Causeway Coast and Glens Borough Council

We may share your information between internal Council Departments, for statistical analysis and research into quality and customer experience and usage trends. The information will not include individualised data.

We will not disclose any of your personal information to any other organisation unless required to do so by law.

Do You Transfer My Personal Information To Other Countries?

No

How Long Do You Keep My Personal Information?

We will only retain your personal information for as long as necessary to

produce statistical analysis and research into quality and customer experience and usage trends. The information will not include individualised data. We will retain the contact details of competition entries for 1 month.

For members information will be held for the duration of membership and for a maximum of 15 months after the membership is terminated (the current financial year and 3 months following this), this is to facilitate financial checks.

All information stored is subject to and is kept in line with the Council's Retention and Disposal Schedule (insert hyperlink to <https://www.causewaycoastandglens.gov.uk/council/access-to-information>).

We may also keep it for longer in order to meet other legislative requirements, or to answer requests for information from ongoing or impending statutory inquiries.

What Rights Do I Have?

- You have the right to be informed that your information is being processed
- You have the right to obtain access to your personal information
- You can have your personal information rectified if it is inaccurate or incomplete
- You can ask for your personal information to be erased (where there is no compelling reason for its continued processing)
- You have the right to restrict processing in certain circumstances
- You have the right to object to the processing of personal information.

For further information on your rights, please contact the Council's Data Protection Officer:

Data Protection Officer: Elizabeth Beattie
Telephone: Ext 3118
Email: dpo@causewaycoastandglens.gov.uk

What We Ask of You

- Please make sure that any information you give us is as accurate and as complete as possible.
- Don't include personal information about another person (including your family members) unless you have told the individual concerned and they agree to it being supplied to us.
- Tell us as soon as possible if any of the personal information you have provided changes.

How Do I Complain If I'm Not Happy?

If you are unhappy with any aspect of how your personal information is being processed, please contact the Council's Data Protection Officer:

Data Protection Officer: Elizabeth Beattie

Telephone: Ext 3118

Email: dpo@causewaycoastandglens.gov.uk

Your complaint will be dealt with using the Council's complaints process - further details on this can be found at

<https://www.causewaycoastandglens.gov.uk/council/comment-compliments-and-complaints>

If you are still not happy, you have the right to complain to the Information Commissioner's Office (ICO) – contact details are given below:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

<https://ico.org.uk/global/contact-us/>

Information Security

Any information carried over the Internet is not secure; information can be intercepted, lost, redirected, changed and read by other people. Any transmission is at your own risk.

Once we have received your information, we will use strict procedures and security features to mitigate unauthorised access and protect your personal data against unlawful processing, accidental loss, destruction and damage. We will retain your information in accordance with our Retention and Disposal Schedule.

We have implemented security policies, controls and technical measures to protect the personal data that we have under our control from:

- unauthorised access
- improper use or disclosure
- unauthorised modification
- unlawful destruction or accidental loss

All our employees, processors and sub processors who have access to and are associated with the processing of personal information, are obliged to ensure compliance with the Data Protection Act.

Further Information

For further information on how your personal information is used, how we maintain the security of your information and your rights to access information that we hold on you, please contact us using our secure online contact form (insert hyperlink to <https://www.causewaycoastandglens.gov.uk/contact-us>).

Or you can call us on 028 7034 7034 or e-mail info@causewaycoastandglens.gov.uk