

Walthamstow Whackers Badminton Club: Privacy Policy

Our contact details

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics, including:
 - Name (or alias)
 - Phone number and/or Email address
 - Payment history
 - Attendance record
- (Optional):
- Postcode (used for aggregate reporting)
 - Gender (used for aggregate reporting)
 - Concession Status
 - You may also choose to give other details, stored as 'Notes'.

This is the **form** used to record members' personal information:

The screenshot shows a web-based form titled "Contacts Form". At the top, it displays "ContactID: 2220". Below this, there is a "Type" dropdown menu set to "Member", a "Display Name" text box, a "MemberID" field with the value "2220", and a "Linked A/C" checkbox. A "Notes" text area is also present. The main form is divided into two columns of fields. The left column includes: "Given Name:", "Family Name:", "Email:", "Waiting List Date:", "Invited Date:", "Joined Date:", "Left Date:", "M/F/Other:" (dropdown), "Reply:" (dropdown), and "Archived:" (checkbox). The right column includes: "Mobile:", "Phone:", "Postcode:", "Journey miles:" (value: 0), "Concession Type:" (dropdown, value: None), "Concession Rate:" (value: 100.00%), and "Absent:" (dropdown).

How we get the personal information and why we have it

All of the personal information we process is provided to us directly by you for one of the following reasons:

- To record your membership status (e.g. position on the waiting list)
- To record your eligibility for concessions.
- To communicate with you regarding your payment status

We also receive personal information indirectly, from the following sources in the following scenarios:

- Your weekly attendance is recorded either by our coach or by a volunteer member.

We may use this with the information that you have given us in order to credit your payment status.

We may share this information with any designated club administrator. Members are normally sent, weekly, a link to online documents which show the names and latest payment status of all active members. (This document is not indexed by search engines.) We may occasionally provide the Centre or the Council with anonymised aggregate statistics about membership.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- **We have a contractual obligation.**
 - **Your subscription payments, taking into account your attendance and any applicable concession, are needed to pay for hire of the Centre, and our Coach's expenses.**
- **We have a legitimate interest.**
 - **We need to store your membership/attendance history and concession status, with basic identification and contact details, for accounting purposes.**
 - **In vanishingly rare circumstances, we need to retain basic details of persons whose conduct has been incompatible with the values of the Club.**
- **Your Consent.**
 - **For as long as you choose to keep in touch after ceasing to be an active member you may be sent very occasional updates about such things as social gatherings, and your details may be retained beyond the normal retention period. (Otherwise flagged as "Archived".)**

How we store your personal information

Your information is securely stored in a database system managed by the President, with a summary of the payment status of active members available online (but protected against search engines).

We keep identification and contact details for **ten years** beyond the time you are recorded as having left the club. Unless you choose to stay in touch, we will then delete your information by anonymising the relevant accounting details. (Note that lapsed members who remain registered in the system are entitled to two free sessions in any calendar year.)

Exceptionally, basic details of persons whose conduct has been incompatible with the values of the club will be retained for 30 years after the last contact.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us (see contact details on Page 1) if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us (see contact details on Page 1).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>