

Privacy Notice – Settle Area Swimming Pool

Settle Area Swimming Pool ('the Centre') is a data controller, and this notice provides details of the information that we collect from you, what we do with it, and who it might be shared with.

What information do we collect from you?

When you book an activity online, over the telephone or face to face, either for yourself or members of your booking, we will collect your Name, Date of Birth, Gender ("Prefer not to say option available"), Address, Contact/Emergency Details and E-mail Address. If you would prefer not to provide the details of your Date of Birth, which will be used for Marketing purposes only, you can unsubscribe from any Marketing communications at any time. We will also collect details (credit/debit card) of how you wish to pay for your activity which will be securely stored on our system. A set of mandatory health questions to help us keep you safe and to determine your access to the Centre will also need to be answered. The answers to these questions will also be stored on our system. You will be asked to set your Communication preferences if you want to receive information from the Centre through our internal IT system, email and SMS text Marketing. You do not have to agree to these Communication preferences, and you can unsubscribe from these options at any time.

Why do we collect this information?

Your name and other identifying particulars are requested so as to register you as a user of the Centre for yourself or your booking. If you agree to receiving information through our internal IT system, e-mail and SMS text Marketing, this will include information from the Centre. Your name, contact details, date of visit, arrival and departure time will also be stored on our system to help us feedback essential information on the Centre e.g. Pool Closure and monitor usage and thus plan the most efficient timetable.

Who might we share this information with?

The Centre will only share your name, contact details, date of visit, arrival and departure time in the event of a request for user information. Settle Pool will not share any of the information that it holds about you with any third party, unless you have given your written consent, or if otherwise this is permitted by law (for example if emergency medical treatment is required).

What do we do with your information?

The information that you have provided will be held by the Centre and will only be accessed by authorised staff. We will only use the information that you have provided for the purpose of recording your use. We will not use it for any other purpose, unless we have your consent, or this is provided by law.

How long do we keep hold of your information?

The Centre will keep hold of your information in accordance with the following rules:

- For the duration that you have agreed to receive information about the Centre.
- After you have ceased to be a user, or receive Marketing communications, based on any legal and regulatory requirements.
- In the event that a booking is refused, in case of queries, for as long as necessary to deal with any queries that you may have.

How can I access the information you hold about me?

By making a Subject Access Request and writing to the Centre Manager, Settle Area Swimming Pool, Kendal Road, Giggleswick, Settle, North Yorkshire BD24 0BU. You may be asked for details to confirm your identity. You also have the right to complain to the Information Commissioner's Office as it can investigate compliance with data protection law: www.ico.org.uk