

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 Development Unit; Sports Development** 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 Development Unit; Sports Development is collecting and processing your personal information because:

It is necessary for the contract between us in that we will provide a service to the Partner as agreed.

The information will also be used for statistical and research purposes.

How we will use your personal information:

The personal information supplied will be used to enable us or our partners to create a project or provide a service on our behalf.

If applicable your personal information will be shared with the appropriate partner/provider which may be used for service provision or KPI data.

Your personal information will be held on a database to allow us to contact you for similar sport and wellbeing programmes.

In addition we will use statistical information to help us to improve the service that you and others will receive and to measure our performance against key performance indicators, for internal reporting and auditing purposes. For this purpose 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 as part of the partnership will not be shared with any third parties outside of the Council, unless we are required to do so by law.

You will be required to provide contact details to complete the contract. This information will only be used to contact you in relation to your contract e.g. to confirm information, or to cancel or amend elements of the agreement.

What Type of Personal Information Are You Processing?

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

- Your Name / Your organisations name
- Address
- Postcode
- Date of Birth
- Email Address
- Emergency Contact names and numbers
- Disability details
- Programme Type/Activity
- Location
- Coach details
- Course start and finish dates
- Agreed rates i.e. cost categories, overall costs
- Signature
- Date of agreement

Special Category Data:

- Name of your child
- Disability Details for both adults and children

Individual's names, telephone and email addresses held for the duration of the agreement and will be destroyed 3 months after the end of the last relevant financial year.

Statistical data i.e. numbers attending, facilities booked 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:

- The individual making the Service Level Agreement and discussions regarding course requirements.
- Your application form.
- Waiting /course lists.
- Direct communication to us (telephone, email, letters).

Do You Share My Personal Information With Anyone Else?

Your information will be held by **The Sport and Wellbeing Development Unit; Sports Development** of Causeway Coast and Glens Borough Council.

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

Some specific Statutory Bodies will require the sharing of personal information such as Sport NI, and we have a data sharing agreement in place for this.

We will not disclose any of your personal information to any other non-partner 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 retain statistical information about your participation 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 unless as detailed about. We will retain the contact details of your participation for a maximum of 15 months after the date of participation (the current financial year and 3 months following this), this is for auditing purposes.

All information stored is subject to and is kept in line with the Council's Retention and Disposal Schedule

(<https://www.causewaycoastandglens.gov.uk/council/access-to-information>).

We may also keep statistical data 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 (<https://www.causewaycoastandglens.gov.uk/contact-us>).

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