



Privacy policy.

Rocks Lane Multi Sport Centre and Rocks Lane FC is committed to protecting your privacy. This Privacy Policy explains our data processing practices. If you have any requests concerning your personal information or any queries with regard to our processing, please contact us.

Information we collect about you.

The information you give us may include your name, address, e-mail address and phone number and any medical information, such as allergies, that you feel may be relevant to ensure your safety and well being. We may also collect additional information in connection with your participation in any promotions or competitions offered by us.

This is information about you that you give us by filling in forms or contacting us directly for session bookings or pitch reservations, corresponding with us by phone, e-mail or otherwise. It includes information you provide when you submit an enquiry through our site.

We will maintain a record of your booking history with us, including details of your previous bookings and payment status for each.

How we collect your personal information

This is information about you that you give us by filling in forms or contacting us directly for session bookings or pitch reservations, corresponding with us by phone, e-mail or otherwise. It includes information you provide when you submit an enquiry through our site.

Use of Your Information and our legal reasons for processing.

We need to collect our customers' personal information so that we can manage and fulfil your booking under our terms and conditions. <https://rockslane.co.uk/wp-content/uploads/2018/01/Hire-Regulations-2018.pdf> .We will use your personal information under our terms and conditions to perform the contract between us.

If you do not provide us with all of the personal information that we need to collect from you for these purposes, then this may affect our ability to fulfil your booking in accordance with our terms and conditions. We may also use your personal information in the need of medical emergency or to preserve your health and well-being if required and share this with appropriate health care professionals as required.

We may also use your personal information for our legitimate interests to improve the services that we provide or contact you about our services. This may include using your personal information to:

- monitor customer traffic patterns and use of our website;
- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer or device;

If we wish to use your personal information for any other reason we would require your explicit consent.

Disclosures of Your Information

Your information may be used by TFC Leisure Limited (which includes Rocks Lane Multi Sport Centre and Rocks Lane FC).

We will never pass your personal information to anyone else, except for any successors in title to our business, without your express consent. We do not release any of your information to third parties for marketing purposes.

We may share personal information with our professional and legal advisors for the purposes of taking advice and/or in the event of potential or actual legal claims.

If we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Rocks Lane Multi Sport Centre and Rocks Lane FC, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes. We will only share your personal information if we have obtained your express consent.

Where we store your personal data

All information you provide to us is stored on our secure servers based in the United Kingdom. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How Long We Keep Your Information

We will keep your personal information for as long as necessary to provide you with services. We will review and possibly delete your personal information where you have not made a booking with us for six years.

In some circumstances, we may retain your personal information for longer where necessary in the event of any claims against Rocks Lane Multi Sport Centre and Rocks Lane FC or where required by law.

Other Websites

Our website may contain links to other websites which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

Your Rights

You can exercise any of the following rights by contacting us.

Your rights in relation to your personal information are:

- **Right to object:** If we are using your data because we deem it necessary for our legitimate interests to do so, and you do not agree, you have the right to object. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases). Generally, we will only disagree with you if certain limited conditions apply.
- **Right to rectification:** the right to rectify any personal information we hold about you which may not be correct. If you have any queries regarding this, please contact us.
- **Right to restrict processing:** you have the right to restrict us processing your personal data if it is inaccurate, we have no lawful ground for processing the data or we no longer need the data.
- **Right to withdraw consent:** you may withdraw your consent at any time.
- **Data Subject Access Requests (DSAR):** Just so it's clear, you have the right to ask us to confirm what information we hold about you at any time, and you may ask us to modify, update or delete such information. At this point we may comply with your request or, additionally do one of the following:
 - we may ask you to verify your identity, or ask for more information about your request; and
 - where we are legally permitted to do so, we may decline your request, but we will explain why if we do so.
- **Right to erasure:** In certain situations, (for example, where we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if certain limited conditions apply. If we do agree to your request, we will delete your data but will generally assume that you would prefer us to keep a note of your name on our register of individuals who would prefer not to be contacted. That way, we will minimise the chances of you being contacted in the future where your data are collected in unconnected circumstances. If you would prefer us not to do this, you are free to say so.
- **Right of data portability:** If you wish, you have the right to transfer your data from us to another data controller. We will help with this – either by directly transferring your data for you, or by providing you with a copy in a commonly used machine-readable format.
- **Right to lodge a complaint with a supervisory authority:** You also have the right to lodge a complaint with your local supervisory authority, details can be found below.

Do we use cookies?

A "cookie" is a text file which is allocated by our server to your personal computer (PC) when you visit our website. We use cookies to monitor our website, service and help us analyse how visitors use our website, allowing us to continually improve to best meet our visitor's needs.

You may refuse the use of cookies at any time by selecting the appropriate settings on your browser.

If you want to make a complaint?

If you are unhappy for any reason in respect of how we process your information, you should contact us in the first instance. We would then try to work with you to resolve any issues that you may have.

If you are still unsatisfied, you have the right to lodge a complaint with the Information Commissioners Office. Please see their details below;

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: [03031231113](tel:03031231113)

Email: casework@ico.org.uk