



## 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.

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. The information you give us may include your name, address, e-mail address and phone number. We may also collect additional information in connection with your participation in any promotions or competitions offered by us.

Information we collect about you.

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

## Use of Your Information

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/2020/04/Terms-and-Conditions-Full-Autumn-2020.pdf>. We will use your personal information under our terms and conditions to:

- process your booking, including but not limited to, processing payments;
- process and arrange any cancellations and/or refunds;
- contact you by email or telephone about your booking, including sending you confirmations of your bookings and/or cancellations and communicating with you for administrative and operational reasons relating to our services; and
- contact you by email or telephone about any outstanding payments.

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 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;

You have the right to object to us using your personal information for the above purposes. If you wish to object to any of the above processing, please contact us. If we agree and comply with your objection, this may affect our ability to undertake the tasks above to improve our services.

## Disclosures of Your Information

Your information may be used by 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. We may use and

disclose information in aggregate (so that no individual customers are identified) for marketing and strategic development purposes. We do not release any of your information to third parties for marketing purposes. We may also 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.

## 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. Unless you ask us not to, we will review and possibly delete your personal information where you have not made a booking with us for five 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 for our legitimate interests or 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:

- you have a right to request access to the personal information that we hold about you by making a "subject access request";
- if you believe that any of the personal information that we hold about you is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to object to and/or request that we restrict the processing of your personal information for specific purposes;
- if you wish us to delete the personal information that we hold about you, you may request that we do so; and
- if you wish to obtain the personal information that we hold about you to reuse it for your own purposes, you may request that we do so; and

Any requests received by Rocks Lane Multi Sport Centre and Rocks Lane FC will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk)

Print 20/4/22