

**CARLISLE SQUASH AND RACKETBALL CLUB ('the Club')**  
**PRIVACY NOTICE FOR OUR JUNIOR MEMBERS**

We at the Carlisle Squash and Racketball Club want to make sure all the personal details we hold about you are safe and secure, so we have put together this note to tell all of our junior members how we make sure we do just that and what to do in case you have any questions for us or want to see what information we have.

We are, what is known as, **a data controller**. This means we have control over how your details are used and who we pass them to.

Sometimes organisations like ours need to appoint an individual called a “**Data Protection Officer**” to make sure that we are being very careful with your information. We don't need to have a Data Protection Officer, but we have decided to put together a team of people instead to make sure your details are safe. They can be contacted at **ron.bell@carlisesrc.plus.com** in case you have any questions.

**1. WHAT TYPE OF DETAILS DO WE COLLECT FROM YOU?**

We might collect the following **personal details** about you before, during or after your time as a member, such as:

- details of how we can contact you, such as your name, email address, where you live and phone number;
- your birthday;
- membership details including when you signed up to be a member and any date you decide to leave us;
- all records of when you contacted us or we contacted you on the phone or by email or when you asked us to do something;
- any bank details belonging to your parent or guardian so that we can receive payments from you and details of any payments you make;
- any images we capture on CCTV cameras and other information showing us your movements through our buildings, for example where you have to use your key fob to get into our building;
- records that tell us when you were at our events or competitions;
- videos and photos of you;
- details of family members, coaches and other people we might need to contact in case of an emergency;
- any disciplinary information or details of any issues you have with us or we have with you.

**2. SPECIAL CATEGORIES OF PERSONAL INFORMATION**

We may also hold and use what is called “**special information**” such as any information about your health, such as any injuries you have/have had or times you may not have been very well. We will only use this type of information if we have a really good reason to do so such as:

- if it is in the interests of the public and we have a lawful reason to use it;
- we need it to help us with a legal case we are involved in;
- certain laws allow us to use it; or
- you have told us you are happy for us to use it.

In the table below we refer to these as the “**special reasons**”.

**3. WHERE DO WE GET THIS INFORMATION FROM?**

We will normally collect personal information about you when you fill in your membership application form or when you want to talk to us on the phone, by e-mail or in some other way.

**4. HOW DO WE USE YOUR INFORMATION?**

What do we use your information for?	What type of information do we use?	What legal reason do we have to use it?
<b>To make sure your membership with us runs smoothly and we can provide the very best service for you.</b>	All contact and membership details, any chats we have had and your likes and dislikes.	We need all this information to make sure we do a good job in managing your membership with us.
<b>To help you if you have a question or you are not happy with something we have done.</b>	Contact details and any chats we have had.	It is in our interests to make sure we deal with any issues you have quickly.
<b>We will keep all of your details on our files.</b>	All of your personal details.	It is in our interests to hold your details on file so we can deal with any issues with your membership and to make sure we do a good job in managing your membership. Sometimes we may have to keep your details because the law tells us we have to.  If we use any <b>'special information'</b> , we will only do so on the basis of one of the <b>'special reasons'</b> we talked about above.
<b>To make sure we are keeping up with health and safety.</b>	Details of the events and competitions you have attended.	It is in our interests to make sure we provide you and others like you with a safe place to play your sport.  Sometimes we may have to keep your details because the law tells us we have to.
<b>To put together all the information we need in case there are any disciplinary or other issues with your membership.</b>	All of your personal details.	It is in our interests to make sure we provide you and others like you with a safe and fair place to play your sport.  If we use any <b>'special information'</b> , we will only do so on the basis of one of the <b>'special reasons'</b> we talked about above.

In some cases, we might need the information you have given us to make sure we can do what we say we are going to do with your details. Other times, we may not need it, but if we don't have it, we may not be able to provide you with the best possible service.

If you have told us we can use your information in a certain way, you can tell us to stop using it at any time, by contacting [ron.bell@carlislesrc.plus.com](mailto:ron.bell@carlislesrc.plus.com).

## 5. WHO ELSE MAY USE YOUR DETAILS?

We may send your details to others to help us run our organisation. These are:

- **Anyone you have said you are happy for us to send your details to.**
- **To any regional or governing body:** to help us to improve and keep an eye on developments in the sport.
- **Organisations that provide services to us:** such as marketing specialists, the people who carry out research for us, computer services and the guys that help to run and maintain our security cameras;
- **The Government or our regulators:** where the law tells us to do so or to help them with any investigations.
- **Police, law enforcement and security services:** to help them with any investigation, prevention of crime or matter of national security.

## 6. ARE YOUR DETAILS SAFE?

We have put in place lots of security measures to make sure your details don't go missing or get used in a way they shouldn't be. We have a great team of people working with us who know how to use your details securely and will only use your details when and how we tell them to.

## 7. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

We collect personal details from you for different reasons and so we might keep it for different lengths of time. For example, we might have to keep it for a long time for legal reasons if you have been involved in an accident at the Club or have made a complaint, but most of the time, we will keep your details only for the time that you are a member of the Club.

It is important to make sure that the details we hold about you is accurate and up-to-date, so make sure you let us know if anything like your email address or phone number changes.

You can do this by contacting us at [ron.bell@carlisle-src.plus.com](mailto:ron.bell@carlisle-src.plus.com).

## 8. WHAT ARE YOUR RIGHTS?

***Did you know you can ask us to do lots of things with your details?***

You can ask us:

- to tell you how your details are being used;
- to provide you with a copy of all details we hold on you;
- to correct some of the details we hold if they are not correct or out of date like your contact details for example;
- to delete all of the details we hold on you (unless we have a good reason not to!);
- to stop using your details in a certain way;
- to send your details to you or another organisation like any club you play at for example; and

Some of the rights may not always apply to the personal details we hold for you as there are sometimes requirements and exemptions attached which means we need to hold on to certain information and other times the rights may not apply at all.

**DON'T FORGET** - if you have told us we can use your information in a certain way and you would like us to stop, you can tell us to stop at any time.

More information about these rights can be found online here <https://ico.org.uk/for-the-public/>. If you have any questions or are unhappy about something, please contact us at [ron.bell@carlisleplus.com](mailto:ron.bell@carlisleplus.com).

9. **WHAT HAPPENS IF WE NEED TO CHANGE THIS NOTICE?**

Keep an eye out for changes to this notice around the Club. If we make big changes the version date at the bottom of the notice will be updated. Of course, where we are required to do so by law, we will ask for your permission before we change the reason for using your details.

10. **HOW CAN YOU GET IN TOUCH?**

If you have a question or a complaint, you can always get in touch with one of our team at [ron.bell@carlisleplus.com](mailto:ron.bell@carlisleplus.com).

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