



For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Ainsdale Lunch and Leisure (ALL), Company No. 6846070, Registered Charity No. 1129183.

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as a member, volunteer, employee or user of our charity.

How we collect your information

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for membership or employment (whether voluntary or paid) or to become a "stakeholder" member, when you make enquiries via our website or when you interact with us in various other ways (for example, when you renew your membership or sign up for a class or lesson);
- From someone else who has applied for membership on your behalf (for example a family member who has provided us with your contact details for that purpose);
- From Government Agencies such as, for employees, Her Majesty's Customs and Excise where we are required to have that information for statutory reasons.

The types of information we collect

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Financial information, including payment or employment details;
- Certain other information which you volunteer when making use of ALL services (for example, when booking classes or other ALL activities).

We may also collect data about your health or medical conditions, where you have volunteered this, for example so that we can cater for you when you attend an ALL activity or during the course of your employment.

How we use personal data

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your ALL membership or employment, including:
 - informing you about ALL facilities and activities;
 - taking payment of membership fees;
 - managing the ALL payroll and pension for employed staff;
- Fulfilment of orders for goods and services, including class or activity bookings;

where this is necessary for the performance of a contract with you (including any written terms and conditions relating to your ALL membership or employment);

- Research and statistical analysis about who is using ALL facilities or taking part in activities;
- Communication about ALL activities that we think may be of interest to you;
- Securely storing your details on paper or computer to enable us to administer our relationship with you;
- Fulfilment of any legal obligations on ALL;

where this is necessary for our legitimate interests (for example in increasing use of our charity's facilities and participation in ALL generally);

- Promoting ALL and promoting goods and services of third parties where we think this will be of interest to you;

where this is necessary for our legitimate interests (or the legitimate interests of a third party), and/or where we have your consent, as applicable.

Your marketing preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a user or employee of ALL. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about ALL closures and holiday opening hours.
- For employees, communications related to your employment by ALL.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Email: gm@ainsdalelunchandleisure.org.uk

Post: The ALL General Manager,
Ainsdale Lunch and Leisure,
Ainsdale Methodist Church,
Liverpool Road,
Southport
PR8 3NQ

Sharing your information with others

We do not sell or share your personal data for other organisations to use other than as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- ALL staff and Trustees, for the purposes of administering your relationship with ALL and giving you access to ALL facilities and activities.
- ALL volunteers or employees who need your information, for example to organise an ALL activity or class.
- Contractors and suppliers that supply services to ALL in relation to members or employees (e.g. payroll processing services).
- Government agencies with whom we have a legal obligation to share data.

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it. For most membership, volunteer or user data, this means we retain it for so long as you are an ALL member or volunteer and for a period of up to two years after your last interaction with us. For most employee data, this means we retain it for so long as you are employed by ALL and for a period of up to seven years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and Complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact the ALL General Manager:

- by email: gm@ainsdalelunchandleisure.org.uk;
- by telephone: 01704 574838;
- or by post: Ainsdale Lunch and Leisure
Ainsdale Methodist Church
Liverpool Road,
Southport, PR8 3NQ

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.

Adopted by the Board of Trustees

Policy Reviewed by Board: October 2023

Next Review: October 2024