

The Hollow Lane Club



Privacy Notice

The Hollow Lane Club



PRIVACY NOTICE

At the Hollow Lane Club, we're committed to protecting and respecting your privacy.

This policy explains when and why we collect personal data about the people who use our services, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

The lawful bases for processing your data as set out in Article 6 of the GDPR are:

Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

Under Article 9, special categories, information is held on health.

We may change this notice from time to time so please check this page occasionally to ensure that you're happy with any changes. By signing the consents on our paperwork, you're agreeing to be bound by this notice.

Any questions regarding this notice and our privacy practices should be sent by email to hadminmanager@hollowlane.org.uk.

Who are we?

We are the Hollow Lane Club, a registered charity providing after school, Saturday and Holiday clubs to children aged 3-19.

How do we collect information from you?

We obtain information about you and/or your child when you complete our paperwork.

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What type of information is collected from you?

The personal information we collect might include your name, address, email address, emergency contact details, medical information relating to your child(ren).

How is your information used?

We may use your information to:

- Reserve your child a place at a club
- Process payments you have made
- Provide staff with adequate information about your child in terms of medical information, health and safety, contact details etc.
- To carry out our obligations in relation to recruitment of staff, safeguarding, health and safety and duty of care.
- Process a job application.
- To seek your views or comments on the services we provide.
- Notify you of any changes to our services.
- Send you communications that may be of interest to you regarding the services we offer.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information for as long as is necessary for the relevant activity, or as long as is set out in any relevant legislation.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We may pass your information on to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you or your child(ren).

We may transfer your personal information to a third party as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with

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any legal obligation. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not wish to receive information about other services we may offer you can opt out.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your preferences at any time by contacting us by email: admin@hollowlane.org.uk.

How you can access and update your information

The accuracy of your information is important to us. If any of the information we hold is inaccurate or out of date please email us at admin@hollowlane.org.uk or phone us on 01392 463823.

You have the right to ask for a copy of the information the Hollow Lane Club hold about you or your child(ren). We may make a charge of up to £10 to cover our costs in providing you with details of the information we hold about you if the request is repeated or deemed unreasonable.

Security precautions in place to protect the loss, misuse or alternation of your information

When you give us personal information, we take steps to ensure it's treated securely.

In the case of 'going out' cards, staff are aware of their responsibilities in keeping information safe when it is off the premises and only disclosing personal information in specific circumstances.

Non sensitive details (your email address etc) are transmitted normally over the internet and this can never be guaranteed to be 100% secure. Once we receive your information, we take every possible step to ensure it's security on our systems.

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Any breach of the provisions within this notice will be reported to the Manager and/or HR Admin Manager and recorded. If necessary breaches will be reported to the ICO and trustees notified.