

The Tommy Clucas Community Sports Hall

Privacy Notice and Data Protection Policy Statement

How we use your information

This privacy policy explains what information the Tommy Clucas Community Sports Hall (“the Charity”) collects and what that information is used for.

We aim to be fair and honest in managing your personal information. As part of this process we would like to explain how we use your personal information and inform you of the steps we take to protect that information.

WHAT INFORMATION DO WE COLLECT?

- name
- contact information including address, email address and telephone number – to issue invoices in respect of your hire and communicate with you regarding your hiring of the hall
- CCTV – for the vital interest of our customers.

You have the right to request your details to be erased from our system; however this may result in us being unable to offer you services.

WHY DO YOU NEED MY PERSONAL INFORMATION?

We need to collect some of your information in order to provide the hall hiring services or ensure your safety. Generally this information is collected at the time you begin to use the services through your completion of a hiring application form.

When give us your information we may use it for the following purposes:

- To manage your hiring requests and to invoice you for the hiring fees.
- For audit and debt collection.

We will seek your consent to inform you about renewing your hiring and to also update you with information about the Sports Hall. If you have given your consent but then change your mind you have the right to withdraw this consent at any time by contacting us at The Haven, Tynwald Road, Peel, Isle of Man, IM5 1JL Tel: 494638 / Email: tommys-sportshall@outlook.com.

WHO DO YOU SHARE MY PERSONAL INFORMATION WITH?

We may share your personal information with some agencies including:

- Isle of Man Constabulary - where IOM Police requests assistance from us and we have a legal duty to assist, or where we choose to assist in order to protect our Charity, staff or hirers, we will pass on only the personal information that is necessary for their procedures.
- Health professionals - with consent from participants

We do not pass your information to any other company for their own marketing purposes.

HOW DO YOU PROTECT THE INFORMATION YOU HOLD ABOUT ME?

We store information about you in both electronic and written formats. Where we store written information it is stored in a secure private residence.

Your electronic information is stored on private computers of our directors, staff or volunteers protected by password access and having virus/malware protection. We regularly review who has access to these and remove access where anyone no longer requires it.

CAN I ACCESS THE INFORMATION YOU HOLD ON ME, IF SO HOW?

Yes, you are entitled to know whether we hold or process any information about you. If we do hold or process any such information you are entitled to a copy of that information. You are further entitled to know the source of that information and who we share it with.

You can access the information through a process called a Subject Access Request. Subject Access Requests must be made in writing.

If you make a request we would encourage you to be as specific as possible about the information you would like us to search for. Doing so helps us speed the process up of

looking for that information.

We do not charge a fee for a Subject Access Request made.

Before we provide a response to a Subject Access Request we may ask for proof of identity and/or entitlement to access that personal information.

You also have a right to request that we correct any inaccuracies in the information which we hold on you. You should make such requests to us in writing, and may do so by using the addresses in the section headed "To find out more information" below.

You may also ask us to restrict processing but this may mean that you are no longer able to make use of our facilities.

You also have the right to be forgotten, however this will mean that you will need to reapply for any of our services as information about you will have been deleted and no longer be accessible.

IS ALL INFORMATION ALWAYS RELEASED?

The law allows us to refuse your request for information in certain circumstances. For example, if you have previously made a similar request and there has been little or no change in the data since we complied with the original request.

The law also allows us to withhold information where, for example, release would likely to

- prejudice the prevention or detection of a crime
- prejudice the apprehension (arrest) or prosecution of offenders
- prejudice the assessment or collection of any tax or duty
- reveal the identity of another person, or information about them

We will do our best to apply these conditions carefully, without damaging the effectiveness of our work, so that we can meet your requests as often as possible.

TO FIND OUT MORE INFORMATION

If you would like to know more about how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact:

Neil Cain
The Tommy Clucas Community Sports Hall
The Haven
Tynwald Road
Peel
Isle of Man
IM5 1JL
Tel: 494638 / Email: tommys-sportshall@outlook.com

If you wish to complain about any aspect of our privacy policy or our use of your data you have the right to complain to the Information Commissioner at P.O. Box 69, Douglas, Isle of Man, IM99 1EQ Telephone: +44 1624 693260 Email: ask@inforights.im

CHANGES

We keep our privacy notice and data protection procedures under regular review.