

# Privacy Notice

At Basingstoke Bluefins, we're committed to protecting and respecting your data privacy.

This Policy explains when and why we collect personal information about people who visit our website, and those who register as members of the club. It details how we use this data, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website and registering as a member, you are acknowledging and agreeing this Notice.

Any questions regarding this Notice and our privacy practices should be sent by email to [secretary@bbfsc.org](mailto:secretary@bbfsc.org) or by writing to Basingstoke Bluefins. c/o The Aquadrome, West Ham Leisure Park, Basingstoke, RG2 6PG. Alternatively, you can telephone 01183 282 668.

## *Who are we?*

We're Basingstoke Bluefins, a swimming club providing lessons, water polo and training in Aquatics, in and around the Basingstoke & Deane area. Basingstoke Bluefins is a registered charity (no 1114225) and our registered address is c/o The Aquadrome, West Ham Leisure Park, Worting Road, Basingstoke, RG22 6PG.

## *How do we collect information from you?*

We obtain information about you when:

- You contact us about registering for lessons, make a general enquiry or to become a member of the club.
- If you are entering a meet we collect information from Swim England's rankings and/or [swimmeets.org](http://swimmeets.org).

## *What type of information is collected from you?*

The personal information we collect when you use our website might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

The personal information we collect on registration will also include, medical details and bank details. If you make a payment online to enter a meet or to purchase an item from us, your card information is not held by us, it is collected by our third party payment processors, Paypal or Stripe who specialise in the secure online capture and processing of credit/debit card transactions.

We may also hold medical information that you have provided.

## *How is your information used?*

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- processing entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about fundraising activities, meets, the region or Swim England.
- Manage your membership of the club including payments and notices from the club.
- Record club records.

We use this information to manage your membership of the club, to enter meets and to fulfil orders.

We keep information to communicate with you and your views because you have provided us with that information. We keep club records of our fastest swimmers because we have a legitimate interest in these records.

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 on our systems for as long as is necessary for the relevant activity or until your membership with Basingstoke Bluefins comes to an end.

#### *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.

**Third Party Service Providers working on our behalf:** We may pass your information to our third party service providers and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (ie. payment gateway providers, our nominated bank, BACS payment processing). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond Basingstoke Bluefins and associated service providers for them to use for their own purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

**Third Party Product Providers we work in association with:** We work closely with a number of swimming clubs for the purpose of entering meets.

#### **Transfers to third parties**

We may transfer a copy of your data to:

Swimmeets.org for inclusion in their results service

Swim England for inclusion on rankings

The Swim England affiliated clubs for the purpose of meet entries

#### *Your choices*

When you join/renew your membership with Bluefins, you have the option to opt out of marketing communications (newsletter, promotional purchases). You can change your option at any time by contacting us at [admin@bbfsc.org](mailto:admin@bbfsc.org).

#### *How you can access and update your information*

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, phone number, or any of the other information we hold is inaccurate or out of date, please email us at [admin@bbfsc.org](mailto:admin@bbfsc.org). Alternatively, you can telephone 01183 282 668.

You have the right to ask for a copy of the information Basingstoke Bluefins hold about you

#### *Security precautions in place to protect the loss, misuse or alteration of your information*

When you give us personal information, we take steps to ensure that it's treated securely. When making a purchase from our website, any sensitive information is encrypted and protected. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Information transmitted normally over the Internet, can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information transmitted in this way. Once we receive your information, we make our best effort to ensure its security on our systems.

#### *Links to other websites*

Our website may contain links to other websites run by other organisations. This privacy notice applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

#### *18 or Under*

We are concerned to protect the privacy of children aged 18 or under. If you are aged 18 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

#### *Transferring your information outside of Europe*

Personal data will not be shared with any other parties or transferred outside of the EEA.

#### *Complaints*

If you believe your **data** has been misused in anyway or we have not kept it secure, please tell us by emailing [complaints@bbfsc.org](mailto:complaints@bbfsc.org). If your complaint has not been resolved satisfactorily, you have the right to register a complaint with the Information Commissioners Officer.(ICO)

#### *Review of this Policy*

We keep this Policy under regular review. This Policy was last updated in March 2018