



# Privacy for Young Leisure Users (Under 18s)

Updated: December 2023

Your privacy is important. When you use SLL products and services, we get certain information about you. This information, like your name and email address, is called personal data. We want you to know what personal data we have about you and how we use it. We also want you to know that you have rights over that data.

We hope the language in this document will help you understand SLL's privacy practices. If you have questions you may want to talk to your parent or guardian. Or you can contact our Data Protection Officer by emailing [dpo@sll.co.uk](mailto:dpo@sll.co.uk), calling 07785 462 593 or by writing to:

**Data Protection Officer**  
**Stevenage Leisure Ltd**  
**Stevenage Arts & Leisure Centre**  
**Lytton Way**  
**Stevenage SG1 1LZ**

Sometimes we will update this document to make it clearer or to keep up with changes. Changes might be a new service, a different way of using your personal data or a change in the law. When we change it, we will change the 'last updated' date at the top of this document.

This document is a summary of our Leisure Privacy Statement and does not replace it.

SLL runs leisure centres on behalf of these organisations (they are the 'data controllers' of your personal data):

**Bedfordshire East Multi-Academy Trust**  
Best House, Shefford Rd, Clifton Shefford SG17 5QS

**Knights Templar School**  
Park St,  
Baldock SG7 6DZ

**North Herts District Council**  
Council Offices, Gernon Road,  
Letchworth Garden City SG6 3JF

**Rutland County Council**  
Catmose House, Catmose Street,  
Oakham LE15 6HP



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## Personal data we collect

We collect personal data about you if you have used our services or visited one of our sites. The types of personal data we get depends on which services you use or what you have done at our sites.

If you book a course or session online, we will collect data like your email address and IP address. We may ask you to create a password.

If you attend an activity or session in person, we will collect attendance data and we may also get personal data from our CCTV cameras.

And sometimes we will get personal data about you from others. For example, if your account or membership was created by your parent or guardian, we will collect the information your parent or guardian provided about you. If you use apps like Technogym, we will collect the information it provides about you when you use it.

## Parental consent and control

Until you are 18 you need to have your parent or guardian's consent to become a member of one of our leisure sites.

However, at most of our sites once you are 14 you can book your own gym and swim sessions online.

## How we use personal data

SLL uses personal data to provide services and to keep you safe. We may use personal data to:

- Create personalised fitness routines
- Allow you to track your workout progress
- Collect feedback so we can improve our services and activities
- Run our business

We will not market our services directly to you by email, post or text.

## Reasons we share personal data

We share personal data so we can complete transactions, provide services you use or keep you safe.

For instance, we may share data for the following reasons:



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- To manage your membership
- To keep you or others safe
- When we have to by law
- With other companies who work on our behalf (who can only use the data in the way we tell them to)
- If we sell the business or another organisation takes it over

We don't sell your personal data.

### Your rights

The law says you can always:

- Ask us for a copy of the information we have got about you
- Change the information we have got about you, or bring it up to date, if it is wrong
- Change how you'd like us to get in touch with you
- Ask us to delete all the information we have got about you, if we don't need it any more
- Tell us we can't use information about you for anyone to sell you anything
- If we are using your information because it is in our interests, your interests or someone else's to use it, you can ask us not to.

Most of the time we can do this, but if for some reason we can't, we will explain why we can't.

You can tell us if you are worried about the way we are keeping or using information about you and want to make a complaint about this.

To do any of these, contact our Data Protection Officer by emailing [dpo@sll.co.uk](mailto:dpo@sll.co.uk), calling 07785 462 593, or by writing to:

Data Protection Officer  
Stevenage Leisure Ltd  
Stevenage Arts & Leisure Centre  
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Or you can speak to any member of staff.

We will get back to you in a month – or sooner.



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You can get in touch with us in any of these ways too, if you have any questions about how we keep what we know about you safe and private.

If we can't sort out your complaint you can complain to the Information Commissioner's Office:

Report a concern online at <https://ico.org.uk/make-a-complaint/>

Call: 0303 123 1113

Or write to: Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

### Security of your personal data

SLL uses strong security protections to keep your data safe. These protections help prevent others from stealing your personal data or using it in a way that is harmful. But remember, online security is never perfect, so always be careful about what you share online.

### How long we keep personal data

We keep your personal data for as long as we need to provide our services, comply with the law and for other legitimate reasons.

For example, we keep:

- Membership information for 13 months after you have stopped being a member or after your last visit
- Accident records until you are 21 years old

You can control your data. If you no longer want SLL to use your data or to limit its use, please contact our Data Protection Officer.

### If SLL's leisure centres change ownership or control

SLL may grow or reduce its business. If this happens part or all of SLL might be transferred to a new provider. Your personal data may also be transferred to the new provider. We will always take steps to make sure your information is protected.



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