



# Leisure Privacy Statement Summary

Issue 5

Your privacy is important to Stevenage Leisure Limited (SLL). If you use our services or visit our sites, or if we buy goods or services from you, we collect and use certain information about you. This information, like your name, address, and bank account number, 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 protect your data, and we will never sell it. We make sure we comply with data protection laws like the UK General Data Protection Regulation 2018 (UK GDPR) and the Data Protection Act 2018 (DPA).

Sometimes we will update this statement 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 bottom of this document.

If you work for SLL, please see our Employee Privacy Statement Summary.

If you have any questions, please speak to your manager, or contact our Data Protection Officer:

[dpo@sll.co.uk](mailto:dpo@sll.co.uk)

**07785 462 593**

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

This 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

## Personal data we collect

We collect personal data about you if you have:

- Used our services or visited one of our sites.
- Interacted with our website or social media
- Hired our facilities or venues
- Supplied us with goods or services

The type of personal data we get depends on which services you use, what you have done at our sites or if you are one of our suppliers.

If you become a member, book an activity for you or your family we need to collect information from you. This includes:

- Contact details
- Payment details
- Health and medical information
- Photograph (for ID)

We use your information to make sure you get the best out of our services:

- To set up and manage your account
- To provide you with the service or activity you have paid for
- To keep you safe
- To provide information that may be of interest to you and to let you know of any service changes

If you are part of our physical activity referral service, we will collect information about your health and wellbeing. We will use it to check with your GP to make sure you can exercise safely and so we can recommend the right exercise programme for you.

If you visit one of our sites we will record your image on CCTV. We will use this to help us reduce crime and anti-social behaviour, as well as protect the health and safety of our users, visitors and employees. For more information about our CCTV please ask for a copy of our CCTV Code of Practice.

If you hire one of our venues or facilities or provide us with goods or services we will collect information so that we can contact you.

Sometimes we will get your information from others. For example from credit reference agencies when we set up your membership or from fitness apps that share information about your workouts.

## Reasons we share personal data



We share your personal data so we can use specialist software or companies to provide services to you.

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

- To keep you or others safe
- When required by law
- With other companies who work on our behalf (who can only use the data in the way we tell them to)
- If part of the organisation is transferred or sold to another organisation

We don't sell your personal data.

## Why we can use your personal data

We have to have a legal reason to use your personal data. This is a summary of the reasons we can use yours (more details can be found in 2.14 Leisure Privacy Statement):

- We have a contract with you when you book an activity, hire a venue or facility, or pay by debit/credit card, or we order products or services from you.
- It is in all our interests that we can contact you about any issues at our centres or send you information about services that you might be interested in.
- It is also in all our interests to make everyone is safe when they visit us and that our policies are being followed. We check this through using CCTV.
- By law we have to record your details if you have an accident. We also have to share your information if we think you, your family or someone working with you could be at risk of harm.
- We also have to share your information if we get a legal request for it.

## Your rights

The law says you can always ask us:

- For a copy of the information we have about you
- To change the information we have about you, or bring it up to date, if it is wrong
- Change how you'd like us to get in touch with you
- To delete all the information we have about you (if we don't need it anymore)
- 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) or by writing to:

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

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

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 services, comply with the law and for other legitimate reasons.

For example, we keep:



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- Membership information for 13 months after you have stopped being a member or after your last visit
- Accident records for 3 years (if a child has had an accident we keep the record until the child is 21 years old)

You can control your data by contacting our Data Protection Officer. You can also contact her to find out more about how long your personal data is kept.

## **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.