

PRIVACY NOTICE

Sports Department

1. Identity and contact details of the Data Controller

The University of Gloucestershire is registered with the Information Commissioner's Office as a Data Controller and is committed to protecting the rights of individuals in line with Data Protection legislation.

A copy of this registration can be found [here](#).

2. Contact details of the Data Protection Officer

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer at:

Data Protection Officer
University of Gloucestershire
Registrar's Directorate
Fullwood House
The Park
Cheltenham, GL50 2RH

Email: dpo@glos.ac.uk

3. What information do we collect about you?

The University may collect the following types of personal data about you:

- Full name, contact information such as address, email, and phone number;
- Finance - Bank details;
- Special categories of personal data (sensitive personal data) about your health history, family health history, fitness levels and any previous injuries, and details of your physiological data such as any medical conditions;
- The capture of images by the use of CCTV.

4. How will your information be used?

The purposes for which we may use your personal data (including special categories personal data) during your association with us include:

- Managing your training and facility needs;
- Managing the use of social media;
- Promoting our services (on and off campus);
- Dealing with complaints and enquiries.

5. What is our lawful basis for processing your personal data?

We may process your personal data as it is necessary for the performance of a contract the University will have with you or in order to take steps at your request prior to entering into a contract. In this

instance, we use your personal data for:

- Providing you with a menu of services from the University of Gloucestershire Sports department;
- Dealing with any complaints or feedback you may have;
- Customer service improvements;
- Enhanced programme delivery.

We may also process your personal data where:

- It is necessary for medical purposes e.g. medical diagnosis, provision of first aid treatment, or a contract with a health professional;
- It is necessary to protect your or another person's vital interests;
- We have your specific or, where necessary, explicit consent to do so.

Information relating to conditions for processing can be found on the [ICO's website](#).

6. Who receives your information?

For the purposes set out in this Privacy Notice we may share some of your personal data with certain third parties:

- NHS services including GP's in circumstances relating to your vital health interests, or with explicit consent;
- National Governing Bodies.

7. Transfers to third countries and safeguards in place

None of your data will be transferred outside of the European Economic Area (EEA).

8. How long will your information be held?

Subject to any other notices we may provide you with, we may retain your personal data for a between six and seven years after your final visit to the University of Gloucestershire Sports Department.

9. What are your Rights?

Under Data Protection legislation you have the following rights:

- to request access to, and copies of, the personal data that we hold about you;
- to request that we cease processing your personal data;
- to request that we do not send you any marketing communications;
- to request us to correct the personal data we hold about you if it is incorrect;
- to request that we erase your personal data;
- to request that we restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal);
- to receive from us the personal data you have provided to us, in a reasonable format specified by you, to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights and freedoms.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Any requests or objections should be made in writing to the University's Data Protection Officer, using the contact details in Section 2 of this Privacy Notice.

10. How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact the University's Data Protection Officer using the contact details in Section 2 of this Privacy Notice.

If you still remain dissatisfied, then you have the right to apply directly to the Information Commissioner's Office (ICO) for a decision. The ICO can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk