



ATLANTIC RACQUET CENTRE (ARC) GENERAL DATA PROTECTION REGULATIONS (GDPR), PRIVACY AND CCTV POLICY

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Introduction

We respect your privacy and are committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website, booking software, emails and e-newsletter (regardless of where you visit them from) and also when you use our services. The policy tells you about your privacy rights and how the law protects you.

Purpose of this privacy policy

This privacy policy aims to give you information on how we collect and process your personal data through your use of our website, booking software, emails or e-newsletter, including any data you may provide through our website, booking software, emails or e-newsletter when you make a court booking, sign up for a membership, book a class/session or buy something from our shop.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements other notices and privacy policies and is not intended to override them.

Controller

Atlantic Racquet Centre is the controller and responsible for your personal data (collectively referred to as "we", "us" or "our" in this privacy policy). Our registered data controller number is ZB278165.

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

Contact details

If you have any questions about this privacy policy or our privacy practices, please contact our data privacy manager in the following ways:

Full name of legal entity: Atlantic Racquet Centre

Email address: info@atlanticracquetcentre.co.uk

Postal address: Caddsdwn Industrial Estate, Farm Road, EX39 3BE

Telephone number: 01237 879688

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with

your concerns before you approach the ICO so please contact us in the first instance.

Changes to the privacy policy and your duty to inform us of changes.

We keep our privacy policy under regular review. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links

Our website, booking software, emails and e-newsletter may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

The data we collect about you.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact Data includes billing address, delivery address, email address and telephone numbers.
- Financial Data includes bank account and payment card details.
- Transaction Data includes details about payments to and from you and other details of services you have purchased from us.
- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website, booking software, emails and e-newsletter.
- Profile Data includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- Usage Data includes information about how you use our website, products and services.

- Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect certain types of Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

We do, however, collect certain information about your health as part of our Par-Q Medical Information form.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services, a court booking, membership, session or class). In this case, we may have to cancel a service you have with us, but we will notify you if this is the case at the time.

1. How is your personal data collected?

We use different methods to collect data from and about you including through:

- Direct interactions. You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - apply for our services.
 - create an account on our website or booking software.
 - subscribe to our service or publications.
 - request marketing to be sent to you.
 - enter a competition, promotion or survey; or
 - give us feedback or contact us.

- Automated technologies or interactions. As you interact with our website, booking software, emails or e-newsletter, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy for further details.
- Third parties or publicly available sources. We will receive personal data about you from various third parties and public sources as set out below:
 - Technical Data from the following parties:
 1. analytics providers.
 2. advertising networks; and
 3. search information providers.
 - Contact, Financial and Transaction Data from providers of technical, payment and delivery services.
 - Identity and Contact Data from data brokers or aggregator.
 - Identity and Contact Data from publicly available sources.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract, we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.

Specific Purposes for which we will use your personal data.

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Please contact us if you need details about the specific legal ground, we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity	Performance of a contract with you
	(b) Contact	
To process and deliver your request for services, including the provision of sessions, including:	(a) Identity	(a) Performance of a contract with you
(a) Manage payments, fees and charges	(b) Contact	(b) Necessary for our legitimate interests (to recover debts due to us)
(b) Collect and recover money owed to us	(c) Financial	
	(d) Transaction	
	(e) Marketing and Communications	
To manage our relationship with you which will include:	(a) Identity	(a) Performance of a contract with you
(a) Notifying you about changes to our terms or privacy policy	(b) Contact	(b) Necessary to comply with a legal obligation
(b) Asking you to leave a review or take a survey	(c) Profile	(c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
	(d) Marketing and Communications	
To enable you to partake in a competition or complete a survey	(a) Identity	(a) Performance of a contract with you
	(b) Contact	(b) Necessary for our legitimate interests (to study how customers use our services, to develop them and grow our business)
	(c) Profile	
	(d) Usage	

	(e) Marketing and Communications	
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)
	(b) Contact	(b) Necessary to comply with a legal obligation
	(c) Technical	
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity	Necessary for our legitimate interests (to study how customers use our services, to develop them, to grow our business and to inform our marketing strategy)
	(b) Contact	
	(c) Profile	
	(d) Usage	
	(e) Marketing and Communications	
	(f) Technical	
To use data analytics to improve our website, services, marketing, customer relationships and experiences	(a) Technical	Necessary for our legitimate interests (to define types of customers for our services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
	(b) Usage	
To make suggestions and recommendations to you about services that may be of interest to you	(a) Identity	Necessary for our legitimate interests (to develop our services and grow our business)
	(b) Contact	
	(c) Technical	
	(d) Usage	
	(e) Profile	
	(f) Marketing and Communications	

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased services from us and you have not opted out of receiving that marketing.

Third-party marketing

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out or unsubscribe links on any marketing message sent to you or by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase, service experience or other transactions.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website, booking software, emails and e-newsletter may become inaccessible or not function properly.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of your personal data

We may share your personal data with the parties set out below for the purposes set out in the table above.

- Internal Third Parties as set out in the Glossary below.
- External Third Parties as set out in the Glossary below.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

International transfers

We do not intentionally transfer your personal data outside the European Economic Area (EEA). Please contact us if you want further information on the specific mechanism used by us to prevent the transferring of personal data out of the EEA.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can

achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see your legal rights below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

If you wish to exercise any of your legal rights set out above, please contact us.

No fee usually required.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In these cases the extension will last no longer than an additional two months (three months in total) we will notify you and keep you updated.

ARC CCTV policy

1. Purpose

ARC is committed to good practice in the use of onsite CCTV and ensuring compliance with the CCTV Code of Practice published by the Information Commissioner's Office.

This Policy & Procedure covers the operation of CCTV equipment and other devices used to capture, record or view images of individuals or information relating to individuals, for the purpose of improving Health, Safety and maintaining the security of premises, as well as preventing and investigating crime or incident. This may include monitoring the actions of individuals and potentially using these images to take action.

This Policy should be read in conjunction with the ARC Data Protection Policy which details how personal data will be stored and used.

2. Responsibility

The Company's Data Controller is responsible for deciding what is to be recorded, how the images should be used, and to whom they may be disclosed.

There will be nominated 'Responsible Person(s)' for operating CCTV and ensuring appropriate management of CCTV images in line with the CCTV Code of Practice.

Responsible persons ARC are: Tom Vinall, General Manager.

CCTV footage will only be used, viewed, or saved for the following reasons:

- Compliance with a Legal obligation
- Vital Interest
- Public task
- Legitimate interest
- Incident investigation

Access to CCTV footage and software will be limited to those who need to access in order to complete a function of their job. Any recordings that are made will be kept in a folder that is subject to access control.

3. Retention of footage

Information will only be collected for as long as it is necessary for the purpose for which it was collected, this timeline will be stated before any footage is processed. Data subject's rights and freedoms cannot be overridden, especially in the case of legitimate interests.

4. CCTV installation and maintenance:

- At the start of each fiscal year, the CCTV for the ARC will be reviewed by the 'Responsible Person(s)' to assess whether each CCTV camera is still

required and is suitable for the intended purpose. (see appendix A, Impact assessment)

- Maintenance of CCTV cameras and image display equipment will be undertaken at regular intervals.
- The 'Responsible Person(s)' must ensure that CCTV signage is displayed around the site to inform individuals that CCTV is in operation.

5. Use and Storage of Images & Video :

- Images will be viewed in a restricted area by the 'Responsible Person(s)' only.
- Images will be stored securely and not kept for more than 30 days unless the particular images captured may be required for further investigation purposes.

6. Procedure

- Camera equipment will be sited and capable of capturing images of sufficient quality to enable their use in a court of law if this should be necessary.
- Camera equipment will be located to ensure that images captured are restricted, as far as possible, to the areas of interest which are necessary in order to achieve the purpose of protecting company property.
- Camera equipment will operate 24 hours a day.
- Images will be recorded onto hard drives that are only accessed by the site 'Responsible Persons.'
- The use of CCTV will be reviewed annually.

7. Disclosures

- Images may be passed onto appropriate managers for the purpose of investigating and acting under the Company's formal Disciplinary & Dismissal Procedures. Images may also be passed onto law enforcement agencies when a crime needs to be investigated.
- The disclosure of images for other purposes will be carefully considered by the Data Controller, and the benefits achieved by disclosing images will be balanced against the need to protect individuals' privacy.
- Before any images are released, the 'Responsible Person(s)' will contact the Company's Data Controller with details of the date, time and nature of the images captured and purpose of disclosure to obtain the Data Controller's prior approval.
- The 'Responsible Person(s)' will keep records of any images disclosed to another party. Records should include the date, time, location, and the names of individuals captured in the images. In addition, the purpose for disclosure, the date approval was given by the Data Controller, to whom and when images have been disclosed will be recorded.
- Images will be handed to the appropriate person(s). Alternatively, images sent electronically must be encrypted and the password conveyed verbally, e.g., by telephone once email attachment is received.

- Unauthorised disclosure and misuse of CCTV images will be dealt with under the Company's dismissal and disciplinary procedures.

8. Subject Access Requests:

1. Individuals whose images are captured have a right to view and be provided with a copy of the images within thirty calendar days of their request. Requests must be made in writing to the 'Responsible Person(s)' and detail the dates, times and locations of images captured, which will allow the correct images of the individual to be identified.
2. The 'Responsible Person(s)' will keep records of any subject access requests received. Records should include who has made the request and when, as well as the date, time, location, and the names of individuals captured in the images.
3. If images of third parties are also shown, an assessment should be made by the 'Responsible Persons' as to whether providing the requested images will cause unwarranted harm or distress. If so, arrangements will need to be made to disguise or blur these parts of the image before they are released.

9. Authorised Signatories

- TOM VINALL, GENERAL MANAGER



- ANOUSHKA LYND, CHAIR OF TRUSTEES



- TISH SHERE, WELFARE & SAFEGUARDING OFFICER



Appendix A

CCTV Impact Assessment Form

Site	ARC	Responsible Person(s) on Site	TOM VINALL	Data Controller	TOM VINALL
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Camera Channel	Camera Name	Camera Location	Quality of images required	Actual benefits gained from images	Purpose of capturing CCTV images
Channel 1 Roadside	Roadside	External Northeast Corner	Capable of identifying persons and vehicle registration plates	View of Road and Squash Court Fire Escape	Security, Health & Safety, and incident investigation
Channel 2	Staff corridor	Above Men's Changing Room Door	Capable of identifying individuals	View of Middle corridor, staff corridor, Gym door	Security, Health & Safety, and incident investigation
Channel 3	Gym 1	Gym internal southeast corner above cable column	Capable of identifying individuals using the Gym	View of Gym floor from cable machine end of the room	Security, Health & Safety, and incident investigation
Channel 4	Gym 2	Gym Internal Northeast corner above fire extinguisher	Capable of identifying individuals using the Gym	View of Gym floor from Fire extinguisher end of the room	Security, Health & Safety, and incident investigation

Channel 5	Lobby	Above managers office door	Capable of identifying individuals in lobby and at reception	Clear view of individuals in the lobby area	Security, Health & Safety, and incident investigation
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Camera channel	Camera Name	Camera Location	Quality of images required	Actual benefits gained from images	Purpose of capturing CCTV images
Channel 6	ITBH	Southeast corner above Court A disability access door	Capable of clearly identifying individuals	Clear view of individuals over the ITBH area	Security, Health & Safety, and incident investigation
Channel 7	Car park	Northeast corner on East elevation.	Capable of identifying individuals and registration plates within the car park	Clear view of individuals and registration plates in the car park	Security, Health & Safety, and incident investigation
Channel 8	Outside courts	Southeast corner underneath balcony on south elevation	Clear view of Outdoor courts 3 & 4, meeting room & office external doors	Clear view of individuals on courts 3 & 4	Security, Health & Safety, and incident investigation
Channel 9	Main entrance	Southeast corner on east elevation	Capable of identifying individuals in and around the main entrance & car park	Clear view of individuals around main entrance and car park	Security, Health & Safety, and incident investigation
Channel 10	Landing area	Above entrance to Squash Hall	Capable of identifying individuals on the	Clear view of individuals on landing or	Security, Health & Safety, and

			landing or entering the squash hall	entering squash hall and some of the stairway	incident investigation
Channel 11	Squash 2	Northeast corner internal	Capable of identifying individuals on Squash court 2 and SVA	Clear view of individuals on squash court 2	Security, Health & Safety, and incident investigation
Channel 12	Squash 1	Above squash court fire door	Capable of identifying individuals on Squash court 1 and SVA	Clear view of individuals on squash court 2	Security, Health & Safety, and incident investigation

Glossary

LAWFUL BASIS

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal obligation means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to, including but not limited to legal obligations for the reporting of suspected Covid-19 symptoms, under "test and trace" or otherwise.

THIRD PARTIES

Internal Third Parties

Other companies in the Atlantic Racquet Centre group including ARC Centre Ltd and ARC Tennis & Sports Club acting as joint controllers or processors and who provide IT and system administration services.

External Third Parties

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom who require reporting of processing activities in certain circumstances, including but not limited to those authorities administering "test and trace" of Covid-19.

YOUR LEGAL RIGHTS

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful, but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

This Policy is recommended for approval by:

Signed:



ARC Chair: Anoushka Lynd

Date: 12/04/2024

Signed:



Club Welfare Officer: Tish Shere

Date: 12/04/2024