

## DATA PRIVACY POLICY

### 1. About this Policy

1.1 This policy explains when and why we collect personal information about our customers, how we use it and how we keep it secure and your rights in relation to it.

1.2 We may collect, use and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you.

1.3 We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website [www.carsingtonwater.com](http://www.carsingtonwater.com) regularly for any amendments (but amendments will not be made retrospectively).

1.4 We will always comply with the General Data Protection Regulation (**GDPR**) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

### 2. Who are we?

2.1 We are *Carsington Sports & Leisure Ltd*. We can be contacted at Carsington Sports & Leisure Ltd, Carsington Water, Ashbourne, Derbyshire DE6 1ST, [enquiries@carsingtonwater.com](mailto:enquiries@carsingtonwater.com), 01629 540478.

### 3. What information we collect and why.

Type of Information	Purposes	Legal Basis of processing
Watersports Launch Pass (Sign in book)	Managing Launching of own equipment. Windsurf, Dinghy or paddlesports.	For the purposes of our legitimate interests in operating the centre.
Online, telephone & email bookings.	Managing bookings of groups & individuals.	For the purposes of our legitimate interests in operating & promoting the centre.
Online Credit / Debit Card Payments.	Managing our customer activity.	Performing the centres contract with the customer.
Health Declaration Forms	Managing Customer Information and the activity they are participating in. Inc: Medical Information & Next of Kin Details	For the purposes of our legitimate interests in operating the centre.
Fishing Bookings & Permits	Managing our customer activity.	For the purposes of our legitimate interests in operating & promoting the centre.
Cycle Hire	Managing our customer activity.	For the purposes of our legitimate interests in operating the centre.



## 4. How we protect your personal data

4.1 Most of the information will be stored within the EU however we may transfer your personal data outside the EU only for processing and storage through our website or Mail Chimp database.

4.2 We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

4.3 Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

4.4 For any payments which we take from you online we will use a recognised online secure payment system. Currently we use Sage Pay as our online gateway and World pay as our card payment system.

4.5 We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

## 5. Who else has access to the information you provide us?

5.1 We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where we are required to do so by law or as set out in the table above or in paragraph 5.2 below.

5.2 We may also pass your personal data to the RYA for the purposes of registering RYA Powerboat certificates issued after a RYA Powerboat Level 2 course has been completed. The RYA will have a contract in place which requires them to keep your information secure and only for their own purposes.

## 6. How long do we keep your information?

6.1 We will hold your personal data on our systems for as long as you are a customer of the centre and for as long afterwards as it is in the Centres' legitimate interest to do so or for as long as is necessary to comply with our legal obligations. We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data except that we will retain your personal data in an archived form in order to be able to comply with future legal obligations e.g. compliance with tax requirements and exemptions, and the establishment, exercise or defence of legal claims.

6.2 We securely destroy all financial information once we have used it and no longer need it.



# Carsington

## sports & leisure

### 7. Your rights

7.1 You have rights under the GDPR:

- (a) to access your personal data
- (b) to be provided with information about how your personal data is processed
- (c) to have your personal data corrected
- (d) to have your personal data erased in certain circumstances
- (e) to object to or restrict how your personal data is processed
- (f) to have your personal data transferred to yourself or to another business in certain circumstances.

7.2 You have the right to take any complaints about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>  
0303 123 1113.  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

For more details, please address any questions, comments and requests regarding our data processing practices to our Data Protection Manager - Sarah Peel *Carsington Sports & Leisure Ltd, Carsington Water, Ashbourne, Derbyshire. DE6 1ST* or e-mail [sarah@carsingtonwater.com](mailto:sarah@carsingtonwater.com).

