

Friends of Hay Swimming Pool
Hay Swimming Pool
Oxford Road
Hay-on-Wye
HR3 5BT
Email: info@hayswimmingpool.org
Website: www.hayswimmingpool.org



Privacy Notice

Who are we?

Friends of Hay Swimming Pool is registered as a charity with the Charity Commission. Our charity number is 118035.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

How do we collect personal data from you?

We receive information about you from you when you use our website, complete a booking on our website or if you contact us by phone / email.

Further data maybe collected by third parties, such as wix including personal data which may be automatically collected when you use our services, including but not limited to, your IP address, device-specific information, server logs, device event information, location information, none of which we have access to. This will be under their own policies which we advise you to read.

What type of data do we collect from you?

The personal data that we may collect from you includes your name, address, email address, phone numbers, booking and payment information. CCTV is in operation along the exterior perimeter of the building but does not cover any internal area of the swimming pool. We also retain records of correspondence by email, telephone or other means of communication you use.

How do we use your data?

We use information about you in the following ways:

- send requested emails (i.e., booking confirmation / reminders)
- inform you of any changes to your booking / upcoming maintenance / pool closure
- update you with any changes to pool terms & conditions / prices
- deal with enquiries / complaints
- follow up from any incident, injury or emergency which had occurred on site
- comply with any further contractual arrangements made with us
- administer accounts, process payments, and keep track of billing and payments
- CCTV images are recorded 24 hours a day for the purposes of security, crime prevention and may be used to check appropriate use of parking spaces

Retention periods

We will keep your personal data for the duration of the period you are a customer of ours. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations.

CCTV images are routinely deleted on a rolling 30-day cycle and can only be retained past this time if a manual download is completed. This would only occur in relation to incidents that have occurred and may be required for a longer period as evidence. Again, this data will only be held for as long as necessary and in line with applicable laws.

Who has access to your personal data?

Data held exclusively by Friends of Hay Swimming Pool can only be seen by the trustees. Trustees will maintain sole control of all third-party accounts. However, there may arise a situation where personal data held regarding upcoming bookings on Wix.com may be shared for a limited time with a temporary administrator. This will be via a limited account allowing the provision for online bookings to be blocked, contact to be made with guests regarding last minute cancellations / update on pool conditions and only whilst the partners are unable to complete this themselves. There cannot be foreseen any situation where Wix.com information will be shared with anybody other than the partners. Financial data will routinely be anonymised and shared with our accountant and Charity Commission as required but full information may be disclosed if required by either party for a specific purpose and in line with applicable laws.

Third Parties

For the avoidance of doubt, we do not and never will sell your personal data to third parties for marketing or advertising purposes.

We work closely with a limited number of third parties, predominately Wix.com and PayPal. We receive information from them about you. These third parties collect information about you including, but not limited to, name, email address, postal address, telephone numbers, booking details, payment details. We use their features within our website, however, they have their own privacy policies, which supersede ours and we advise you to read.

We will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

We may share your personal data if we are under a duty to disclose data to comply with any legal obligation placed upon us.

Your rights

In preventing the use or processing of your personal data, it may delay or prevent us from being able to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we might need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Accessing and updating your data

You have the right to access the information we hold about you. Please email info@hayswimmingpool.org we can obtain this information for you.

Use of cookies

Our cookies policy is available to view here <http://hayswimmingpool.org/privacy.html>

Where we store your personal data

We follow accepted ISO standards to store and protect the personal data we collect, including the use of encryption if appropriate.

All information you provide to us is stored on secured servers in accordance with European, or superseding UK law, levels of data protection in respect of the transfer, processing, and storage of any personal data. By providing your data to us, you agree to this transfer and storage. However, we will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Any sensitive data (payment details for example) are encrypted and protected.

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at info@hayswimmingpool.org

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF
Tel: 0303 123 1113