

SPORT AT QUEEN'S PRIVACY NOTICE

Queen's Sport at Queen's University Belfast ("we", "us" and "our") is committed to protecting your personal data. The notice is addressed to staff, students, and individuals who are users of our services, ("you" and "your"). This Privacy Notice tells you why we need to collect personal information about you, what we will do with it, and how we will look after it. It also tells you about your legal rights in relation to your Personal Data. If you have any questions about this privacy notice, please contact us. Contact details are provided below.

WHO WE ARE

1. We are Queen's University Belfast, a university with a reputation for excellence in education and research and a member of the Russell Group. Founded in 1845 as Queen's College Belfast, we became an independent university in 1908. Queen's Sport is a provider of sports facilities and services to its members.

HOW YOUR PERSONAL DATA IS COLLECTED

2. **Information you provide:** When providing membership, facilities and services we will ask for information about you, such as your name, address, DOB, and bank details. This is known as your "Personal Data". We may also ask you for some special categories of information, such as information about your health. This is known as your "Sensitive Personal Data".

HOW WE USE YOUR PERSONAL DATA

3. We use your Personal Data and Sensitive Personal Data in the following ways:
 - To accurately record data about your membership;
 - To accurately record data about your facility bookings;
 - To compile an event or booking contract;
 - To contact you regarding your membership account, including renewal dates and price changes;
 - To contact you regarding Queen's Sport information, events, closures or promotions;
 - To alert staff to any health or physical condition which may prevent you from taking part in physical activities

LEGAL BASIS FOR COLLECTING AND USING YOUR PERSONAL DATA

4. We will only use your Personal Data if we have valid reasons for doing so. These reasons are known as our "legal basis for processing". In certain circumstances we may ask for your consent to process your information. At other times we may be required to process your information to enable us to fulfil our part of the contract we have with you. There are circumstances where we have a legitimate interest to process your personal data, for example to provide you with a service which you have requested. The legal bases for processing your Personal Data are:
 - for contractual reasons in order for us to be able to fulfil the contract that we have with you to enable us to provide you with our services;

- for the purposes of our legitimate interest as a provider of services, in order to process and maintain your membership account with Queen's Sport and provide you with our services.
- where necessary to protect your vital interests by ensuring staff are aware of any medical conditions or disability that may affect your ability to use Queen's Sport facilities

WHO WE SHARE YOUR DATA WITH

5. In line with our Data Protection Policy and Procedures we can share your information, including Personal Data and Sensitive Personal Data, with the following parties for the purposes set out above:
 - Gladstone MRM Ltd who provide our secure management software system. Gladstone can access your information in line with our Data Protection Policy and Procedures for the purpose of system management only but will not use your data for any processes other than those specified in this Privacy Notice.

DATA PROCESSING OUTSIDE EUROPE

6. Queen's Sport also use a marketing software provider Constant Contact who is based in the United States. This company has signed up to the EU/US Privacy Shield framework and as such, your personal data are stored, transferred and processed in accordance with the framework and GDPR/DPA 2018 principles.

HOW LONG YOUR INFORMATION WILL BE KEPT

7. We will keep your Personal Data and Sensitive Personal Data for up to 6 years after your membership ceases. We will only keep your information if we need it for one of the reasons described above. We place great importance on the security of the Personal Data that we hold, including the use of physical, technological and organisational measures to ensure your information is protected from unauthorised access and against unlawful processing, accidental loss, alteration, disclosure, destruction and damage.

YOUR RIGHTS

8. The Data Protection Act 2018 provides you with a number of legal rights in relation to your Personal Data, including the right:
 - to request access to your Personal Data;
 - to request correction of your Personal Data that is wrong or incomplete;
 - to request erasure or the restriction of processing of your Personal Data;
 - to request the transfer of your Personal Data in a structured; commonly used machine-readable format;
 - not to be subject to automated decision making;
 - to withdraw your consent.
9. If you wish to exercise any of the rights set out above, or require further information about any of the rights, please contact us.
10. Where we need to collect your Personal Data, whether for the purposes of providing a service you have requested or under the terms of a contract we have with you, and you fail to provide that information when requested, we may not be able to provide the service or perform the contract. We may, therefore, have to cancel the contract or the service we provide to you but we will notify you if this is the case at the time.

11. There may also be times where we cannot stop using your Personal Data when you ask us to, but we will tell you about this if you make a request.

CONTACTING US

12. If you have any questions or comments about this Privacy Notice, the University's Data Protection Officer can be contacted at:

Derek Weir
Data Protection Officer
Registrar's Office
Lanyon South
Queen's University Belfast
University Road
BT7 1NN
info.compliance@qub.ac.uk

COMPLAINTS

13. You have the right to complain about how we treat your Personal Data and Sensitive Personal Data to the Information Commissioner's Office (ICO). The ICO can be contacted at:

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

CHANGES TO THIS NOTICE

14. We may update this Privacy Notice from time to time. We will notify you of the changes where we are required by law to do so.