

Individuals/Survey/Consultation Privacy Policy

We are committed to respecting your privacy. This policy is to explain how we may use personal information we collect from individuals and clients who we conduct business with. It explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of any of your personal information. References to we, our or us in this privacy notice apply to Leisure-net Solutions. We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we not required to do so, but the Board of Directors has overall responsibility for data protection compliance in our organisation. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU

You may initially provide us with or we may obtain personal information about you, including:

- personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers for the use of focus groups;
- gender
- records of your attendance at any events hosted by us

2. USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal Information Used
Consultation for our clients	Contact details and summary and record of our consultation
To conduct data analysis to better understand participation and trends within the active leisure industry for our clients	Contact details and summary and record of our consultation and/or information supplied by our clients. This is not normally specific to individuals.
To arrange and manage any contract for the provision of any services or products	Contact details, transaction and payment information. Records of your interactions with us usually on email system

Park Farm, Hethersett, Norwich Road, Norfolk NR9 3DL

Tel : 01603 814233

Fax : 07092 811792

RECORDING:

Where necessary, online consultations may be recorded for reference when collating the report. All participants will be informed prior to the commencement of any recording including confirmation of deletion of recording upon report submission.

3. HOW LONG DO WE KEEP PERSONAL DATA FOR?

The duration for which we retain your personal information will differ depending on the type of information and the reason we collected it from you. Generally, where there is no legal requirement, we retain all physical and electronic records for a period of 6 months after your last contact with us or upon completion of the consultation project.

4. YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider; and
- the right to object to certain automated decision-making processes using your personal information.

Whilst this privacy policy sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/> To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

5. CHANGES TO THIS POLICY

We may update this privacy policy from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. Where required by law we will seek your consent to changes in the way we use your personal information.

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Company Reg no 4006154
Registered Office
Park Farm
Norwich Road
Hethersett
Norfolk
NR9 3DL

VAT Reg no 750997882
Incorporated in England and Wales

6. CONTACTING US

In the event of any query or complaint in connection with the information we hold about you, please email julieallen@leisure-net.org or write to us at Leisure-net Solutions, Park Farm, Hethersett, Norwich Road, Norfolk, NR9 3DL

Last reviewed February 2023

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