



# THUMBS UP CLUB



## DATA PRIVACY NOTICE

We take your privacy very seriously and we ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data and on how to contact us and supervisory authorities in the event you have a complaint.

*Italicised* words in this privacy notice have the meaning set out in the Glossary of Terms at the end of this document.

### Who we are

Activity Club for Children with Special Needs (Berkshire) collects, uses and is responsible for certain personal data about you. When we do so we are required to comply with *data protection regulation* and we are responsible as a *data controller* of that personal data for the purposes of those laws.

When we mention Thumbs Up Club, "we", "us" or "our" we are referring to Activity Club for Children with Special Needs (Berkshire).

Activity Club for Children with Special Needs (Berkshire) is a charity registered with the Charities Commission (1104007) whose registered office is at 7A Warren House Rd, Wokingham, RG40 5PN. We are also registered with Ofsted.

We provide you with a Holiday Club for children with additional needs at Easter and Summer Holidays.

### The personal data we collect and use

In the course of providing our service to you we may collect the following personal data when you provide it to us:

- *Personal Address and Contact Information for Parent/Carer and for child*
- *Ethnicity, school attended by the child, Local Borough*
- *Emergency Contact information for another individual*
- *Age and Medical/Health information about your child attending the Club*
- *Credit Card Information*

### How we use your personal data

The below table sets out:

- how we use your personal data
- the lawful bases upon which we collect and use your personal data
- who we routinely share your personal data with

Rationale/Reason for Processing	Lawful Basis for Processing	Third party recipients linked to that activity
• Personal address & Contact Information – we need to know where to be able to contact you	To ensure that we have current full contact information should we need to contact you in respect of the services you are purchasing from us.	Data may be provided to Readibus if Transport is being provided.
• Ethnicity, School attended and Local Borough	We receive small levels of funding from Wokingham and Reading Councils who require certain anonymous data in respect of the funding.	Wokingham and Reading Councils.
• Emergency contact information for another individual	If any problems arise during Club and we cannot get in contact with you we must have another point of contact should your child need to be collected.	Club Management Team
• Age and Medical/Health information about your child attending the Club	To ensure the safety and wellbeing of your child and other children attending the club	Club Management Team and Club Staff
• Credit Card Information	To take payment for services provided and make refunds where appropriate.	We use a third party payment site called Stripe for this purpose and all payment information is retained only on that site. The information is accessed by the Charity Treasurer and Committee Member handling Bookings.

## Special category data

Certain types of personal data are considered more sensitive and so are subject to additional levels of protection under data protection legislation. These are known as 'special categories of data' and include data concerning your health, racial or ethnic origin, genetic data and sexual orientation.

*Please refer to the table above in respect of why and how we process this information.*

## Marketing

*We do not send any marketing information out at all.*

## How long your personal data will be kept

The data you provide is stored through the booking site on a secure server. We have been advised that, because of the nature of the services we provide and to whom we provide those services, best practice is to keep that data until the club user has reached the age of 25.

## Transfer of your information out of the EEA

We will not transfer your personal data outside of the European Economic Area or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

## Your rights

You have legal rights under *data protection regulation* in relation to your personal data. These are set out under the below headings:

- To access personal data
- To correct / erase personal data
- To restrict how we use personal data
- To object to how we use personal data
- To ask us to transfer personal data to another organisation
- To object to automated decisions
- To find out more about how we use personal data

We may ask you for proof of identity when making a request to exercise any of these rights. We do this to ensure we only disclose information or change your details where we know we are dealing with the right individual.

We will not ask for a fee, unless we think your request is unfounded, repetitive or excessive. Where a fee is necessary, we will inform you before proceeding with your request.

We aim to respond to all valid requests within one month. It may however take us longer if the request is particularly complicated or you have made several requests. We will always let you know if we think a response will take longer than one month. To speed up our response, we may ask you to provide more detail about what you want to receive or are concerned about.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or if we are otherwise legally entitled to deal with the request in a different way.

### To access personal data

You can ask us to confirm whether or not we have and are using your personal data. You can also ask to get a copy of your

personal data from us and for information on how we process it.

### To rectify / erase personal data

You can ask that we rectify any information about you which is incorrect. We will be happy to rectify such information but would need to verify the accuracy of the information first.

You can ask that we erase your personal data if you think we no longer need to use it for the purpose we collected it from you.

You can also ask that we erase your personal data if you have either withdrawn your consent to us using your information (if we originally asked for your consent to use your information), or exercised your right to object to further legitimate use of your information, or where we have used it unlawfully or where we are subject to a legal obligation to erase your personal data.

We may not always be able to comply with your request, for example where we need to keep using your personal data in order to comply with our legal obligation or where we need to use your personal data to establish, exercise or defend legal claims.

### To restrict our use of personal data

You can ask that we restrict our use of your personal data in certain circumstances, for example

- where you think the information is inaccurate and we need to verify it;
- where our use of your personal data is not lawful but you do not want us to erase it;
- where the information is no longer required for the purposes for which it was collected but we need it to establish, exercise or defend legal claims; or
- where you have objected to our use of your personal data but we still need to verify if we have overriding grounds to use it.

We can continue to use your personal data following a request for restriction where we have your consent to use it; or we need to use it to establish, exercise or defend legal claims, or we need to use it to protect the rights of another individual or a company.

### To object to use of personal data

You can object to any use of your personal data which we have justified on the basis of our legitimate interest, if you believe your fundamental rights and freedoms to data protection outweigh our legitimate interest in using the information. If you raise an objection, we may continue to use the personal data if we can demonstrate that we have compelling legitimate interests to use the information.

### To request a transfer of personal data

You can ask us to provide your personal data to you in a structured, commonly used, machine-readable format, or you can ask to have it transferred directly to another data controller (e.g. another company).

You may only exercise this right where we use your personal data in order to perform a contract with you, or where we asked for your consent to use your personal data. This right does not apply to any personal data which we hold or process outside automated means.

### You can contact us for more information

If you are not satisfied with the level of information provided in this privacy notice, you can ask us about what personal data we have about you, what we use your information for, who we

disclose your information to, whether we transfer it abroad, how we protect it, how long we keep it for, what rights you have, how you can make a complaint, where we got your data from and whether we have carried out any automated decision making using your personal data.

If you would like to exercise any of the above rights, please:

- email or write to [enquiries@thumpsupclub.co.uk](mailto:enquiries@thumpsupclub.co.uk) or write to Thumbs Up Club, 7A Warren House Rd, Wokingham RG40 5PN.
- let us have enough information to identify you, e.g. name, address, date of birth;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates.

## Keeping your personal data secure

We have appropriate security measures in place to prevent personal data from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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

## Our supervisory authority

If you are not happy with the way we are handling your information, you have a right to lodge a complaint with the Information Commissioners Office. It has enforcement powers and can investigate compliance with *data protection regulation* ([www.ico.org.uk](http://www.ico.org.uk)).

We ask that you please attempt to resolve any issues with us before the ICO.

## How to contact us

Please contact [enquiries@thumpsupclub.co.uk](mailto:enquiries@thumpsupclub.co.uk) you have any questions about this privacy notice or the information we hold about you.