



PHOENIX CANOE CLUB LIMITED - PRIVACY POLICY

INTRODUCTION

Phoenix Canoe Club Limited incorporating Phoenix Canoe Club and Phoenix Outdoor Centre is committed to protecting your privacy and security. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

WHAT DATA DO WE CAPTURE AND WHY?

We capture personal information in order to successfully and safely run courses, trips and events at Phoenix Canoe Club and Outdoor Centre. When you sign up for a course or trip, or become a member, we need to know:

- Your name, date of birth, address and e-mail and telephone contact details
- Next of Kin
- Any medical or relevant information that will help you to safely enjoy your time taking part in activities
- We capture an email address if you sign up for the PCC or Camp Phoenix newsletter
- Financial information is not captured by us, but is captured by WebCollect, our payment service provider, if you pay by debit or credit card. Their service is secure. We do not capture or store any payment information directly.
- Accidents or incidents: if an accident or incident occurs on our property, at one of our events involving members, users or one of our staff (including volunteers) then we will keep a record of this (which may include personal data and sensitive personal data). This includes the details of the incident, including any medical assistance and medication provided.

It is important to note that if we do not have, or you do not consent to us having relevant information such as known medical information, we may not be able to carry out an activity safely.

Volunteers and employees

If you are a volunteer or work for us then we may collect extra information about you (e.g. references, criminal records checks [Enhanced DBS], details of emergency contacts, medical conditions etc.). This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes. We will need additional information for employees such as bank details.

Opting out:

If you decide you do not wish to receive communications from Phoenix, want to change how we contact you, please contact us using the contact details on our website: <https://www.phoenixcanoeclub.co.uk/contact>

You can opt out of email newsletters by clicking on the 'unsubscribe' link that is at the bottom of any Newsletter that you have received from Phoenix.

Under the GDPR rules, you are also able to request us to provide you with all information PCC holds for you. We will respond within the required timeframe. We can also comply with a request to delete or remove any data that we hold about you, if requested, however, be aware that this may mean we cannot provide you with the activities and services offered by Phoenix Canoe Club Limited.

If you have any questions about your data and how we manage it, please contact info@phoenixcanoecub.co.uk or info@phoenixoutdoorcentre.co.uk

HOW WE USE INFORMATION

- We take copies of information about those taking part on river trips, including next of kin and medical information, to ensure the right information is readily available in the event of an emergency
- Each year we collate and provide anonymised, aggregated data to local councils and charities, for the purposes of fundraising, monitoring and evaluation. This data is not personally identifiable.

Marketing

We use personal data to communicate with people and to help with fundraising. This includes keeping you up to date with Phoenix activities.

DISCLOSING AND SHARING DATA

We will never sell or pass on your personal data to third parties. If you have opted-in to our newsletter, we may contact you with information about club activities or other water sports related information.

Information for parents

We take great care to protect and respect the rights of individuals in relation to their personal data, especially in the case of children. If your child is under 18, we'll only use their personal data in accordance with your latest signed or electronically authorised consent agreement.

HOW WE PROTECT DATA

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Where we capture data in physical form, this is also securely stored and only accessible by key individuals at Phoenix. We will only use and store information for as long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for.

We continually review what information we hold and delete what is no longer required. We never store payment card information.

KEEPING YOU IN CONTROL

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request)
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling

Please keep in mind that there are exceptions to the rights above and though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

CHANGES TO THIS PRIVACY POLICY

We will amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.