

Recreational Services

What services are covered by this privacy notice?

Recreation: Castle Point Active – Leisure Centres, Community Halls & Events

What personal information do we hold?

The services above may use some or all of the personal information below:

- Names, address and contact details
- Family relationships and friendships
- Date of Birth
- Employment and education details
- Health information
- Financial Details
- Identification Documents
- Goods and services information
- Activities Details (Bookings)
- Membership Details
- Gender, ethnicity, religion
- Video & photographic images

How do we use your personal information?

We use your information to:

- Deliver the service, such as processing membership applications and handling your general queries.
- To plan and improve the service we offer
- To detect and prevent crime or fraud
- For research, however, this would be in anonymised form unless we ask for your consent to use your personal information for this purpose
- Marketing, Communications and Surveys
- For drowning prevention

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where it is necessary or required by law. We will only share the minimum information for each circumstance. We may sometimes need to share some of your personal information with:

- Police
- Other Government Agencies, e.g. Driver Vehicle Licencing Agency (DVLA), Planning Inspectorate/Secretary of State for Communities and Local Government
- Other Local Authorities
- Transport providers, e.g. Greater Anglia
- General Public – planning representations will be published online as required by law



- Our chosen operational software providers include: Jonas Software & Gladstone MRM, Paygate, Mobile Pro & Poolview.
- Our chosen marketing software providers include: Meta, GymSales, Sales APE, Google & Bigwave Marketing.

Data Processors supporting these activities include:

- **carefully selected trusted partners for operational purposes:** Our website collects and stores data and shares it with partners such as but not limited to; **Jonas Software & Gladstone MRM, Paygate, GymSales and Mobile Pro**. This sharing is solely for the purposes of running our membership systems, entry systems, and booking sheets, which are essential for the delivery of our services.
- **marketing partners (non-sensitive data only):** We share non-sensitive data with our marketing partners such as but not limited to; **Google and Bigwave Marketing** for marketing purposes. This may involve using your details to target online adverts towards specific groups of customers through third-party organisations such as Google Ads and Meta Ads. You may receive adverts through social media pages owned by Meta Platforms Inc. and websites in the Google Display Network. Your details will be hashed for security purposes and will not be used for any other purpose by these third-party organisations. You have the right to opt out of this at any time by giving us written notification.
- **central Government departments:** Such as the Health and Safety Executive or Fire and Rescue (Emergency Planning), where legally required.
- **health agencies/providers:** Only when necessary and permitted by law, for instance, in emergency situations or with your explicit consent.

Who is the Data Controller for this processing?

Castle Point Borough Council is the Data Controller for the processing of your personal data related to Castle Point Active services.

We take your privacy seriously and will only share your information where it is necessary, legally required, or explicitly for the purposes outlined below. We will always share the minimum information necessary for each circumstance.

Personal Data							
Special Category Information							
Service	Legal Obligation	Public tasks	Contract	Consent	Substantial Public Interest	Legal Claims	Explicit Consent
Leisure Centres		✓	✓	✓	✓	✓	✓
Community Halls		✓	✓	✓	✓	✓	✓
Events		✓	✓	✓	✓	✓	✓



Where we are relying on your consent to use your personal information, you have the right to withdraw this consent at any time by contacting dpo@castlepoint.gov.uk or calling 01268 882200 and advising which service you are using.

How long will we keep your personal information?

We will only use your personal information whilst delivering the service to you and to deal with any questions or complaints that we may receive about this unless the law requires us to keep it for a longer period. In practice, this means that your personal information may be retained for:

- Health and Safety – we will stop using your personal information when your case concludes, and it will be deleted in line with our retention schedule.

Will my personal data be held or used outside of the United Kingdom?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside of the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

Your rights

Please see our main notice for an explanation of which rights apply. This will be determined by the legal basis we are relying on to use your personal information.

If you wish to exercise any of these rights, please contact dpo@castlepoint.gov.uk.

You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline (0303 123 1113).

You also have the right to lodge a complaint in relation to this summary notice, the full Privacy Notice, or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

Contacting us

You can contact our Data Protection Officer by email at dpo@castlepoint.gov.uk or by calling 01268 882200.