



BUCB Privacy Notice

This privacy notice explains how BU Community Business Limited (“BUCB” / “we” / “us” / “our”) collects, uses and shares your personal data, and your rights in relation to the personal data we hold. This privacy notice concerns our processing of personal data of past, present and prospective members and users of BUCB facilities and services (“you”, “your”).

BU Community Business Limited is the controller of your personal data and is subject to the EU General Data Protection Regulation (the “GDPR”) and the Data Protection Act 2018 (together the “data protection legislation”).

Bournemouth University (“BU”) staff support BUCB with the operation of Chapel Gate, including processing personal data on behalf of BUCB. BU’s privacy notices are available at:

- <https://www.bournemouth.ac.uk/why-bu/sportbu/about-sportbu/terms-conditions-privacy-statements> and
- <https://www.bournemouth.ac.uk/about/governance/access-information/data-protection-privacy>.

How we collect your information

We collect your personal data from:

- the information you provide to us when you attend BUCB facilities, or complete our Booking Form to hire any of our premises or attend our activities. This may be electronically through online booking forms or paper based;
- when you communicate with us by telephone or email, for example to make enquiries or raise concerns or when you contact us via our website;
- the Skedda booking software (the software system we use to manage BUCB’s bookings);
- in various other ways as you and others interact with us during your use of our facilities;
- any third parties who may report a concern with us about you or on your behalf (such as a health and safety accident or incident relating to the site, any safeguarding concerns or other concerns in relation to the site);
- your involvement with BUCB if you are a member of BU staff supporting with the running of BUCB and the Chapel Gate site, or if you are an officer or Director of BUCB; and
- the AdminControl Board Portal software system (the system we use to facilitate our Board meetings and to generate our Board packs). AdminControl AS’s privacy notice is available here <https://admincontrol.com/privacy/>.

The types of information we collect

We may collect the following types of personal data about you:

- your name and contact details (including your address, telephone number and email address);
- your membership of any sporting club or other group which using the site or event you attend on site;
- site usage, bookings selected and associated payments; and
- details of your attendance and participation at any BUCB meetings, such as the Operational Management Group and Board meetings.

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Contact and site address: BU Sports Campus, Chapel Gate, East Parley, Christchurch, Dorset, BH23 6BL

How we use information about you

The purposes for which we may use your personal data (including special categories of data) include:

- processing your facility hire or event booking request;
- managing your on-going facility hire or event booking;
- ensuring your safety and security, including for the NHS Test & Trace process as detailed at the end of this notice;
- making reasonable adjustments to enable you to access our services, facilities and/or events;
- collecting your facility hire or event booking fees;
- other administrative purposes, including:
 - arranging and facilitating Operational Management Group and Board meetings and producing the minutes of such meetings;
 - providing operational information (e.g. information about site closures, cancellation of events, restrictions on use of facilities or safety advice);
 - promoting BUCB's facilities and services;
 - dealing with enquiries or concerns (including responding to any requests made under the data protection legislation or other legislation); and
 - carrying out statistical analysis.

The basis for processing your information

We may process your personal data because it is necessary for the performance of our agreement with you or in order to take steps at your request prior to entering into an agreement with you. In this respect, we will use your personal data for the following:

- to interact with you before you start using our facilities, as part of the booking process;
- once you have booked our facilities, to provide you with the facilities, services and activities as set out in your booking form;
- to deal with any concerns or feedback you may have; and
- to enable your participation in our Operational Management Group and or Board meetings, where applicable.

We may also process your personal data because it is necessary for our or a third party's legitimate interests. In this respect, we may use your personal data for the following:

- to monitor and evaluate the performance and effectiveness of BUCB's services, including by training BU seconded staff or monitoring their performance;
- statistical analysis to maintain and improve our facilities and services;
- to seek advice on our rights and obligations, such as where we require our own legal advice;
- recovering money you owe to us.

We may also process your personal data for our compliance with our legal obligations. In this respect, we may use your personal data for the following:

- to meet our compliance and regulatory obligations, such as health and safety, making reasonable adjustments if you have a disability and to meet safeguarding requirements;
- for the prevention and detection of crime;
- in order to assist with investigations (including criminal investigations) carried out by the police.

We may also process your personal data where:

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- it is necessary for medical purposes (e.g. provision of first aid treatment or contact with the emergency services or health professional);
- it is necessary to protect your or another person's vital interests (but only if it is not possible for us to obtain a valid consent from you to the processing of your personal data); or
- we have your specific or, where necessary, explicit consent to do so.

Sharing information with others

For the purposes referred to in this privacy notice and relying on the bases for processing as set out above, we may disclose limited personal data to a variety of recipients including:

- our directors and officers, those BU employees who support us with the operation of the site, agents and contractors (such as our insurers, auditors and external solicitors) where there is a legitimate reason for their receiving the information;
- the sporting clubs/sections, leaseholders and our catering provider who use or operate on the Chapel Gate site (your contact details for example, if you ask us to pass on a message to them for response);
- emergency services or health care professionals;
- the police;
- the national governing bodies for the sports you are involved with through BU's SportBU department (who help manage the site for us);
- if you are under 18, your parent/guardian;
- your emergency contact.

Changes to your personal data

Please tell us promptly about any changes to the information we hold about you. You can do this by email to chapelgate@bournemouth.ac.uk or in person at the Chapel Gate main reception desk.

How we hold your information and how long it is kept

Your personal information in relation to the services provided by SportBU on behalf of BUCB will be held in electronic and/or hard copies within files and email folders in SportBU and on the Chapel Gate site.

We may retain your personal data for a period of 6 years after your membership/or usage of the site comes to an end.

Your rights

Under the data protection laws you have the following rights:

- to obtain access to, and copies of, the personal data that we hold about you;
- to require us to correct the personal data we hold about you if it is incorrect;
- to require us to erase your personal data;
- to require us to restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal);
- to receive from us the personal data we hold about you which you have provided to us, on the basis of consent or as necessary for the performance of a contract between us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

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If you have given your consent and you wish to withdraw it, please contact our Data Protection Officer using the contact details set out below. Where our processing of your personal data relies on your consent and where you then withdraw that consent, we may not be able to provide all or some aspects of our services to you and/or it may affect the provision of those services.

Contact us

If you have any queries about this privacy notice or how we process your personal data, you can contact our Data Protection Officer (DPO) by email: dpo@bournemouth.ac.uk; by telephone: +44 (0) 1202 962554; or by post: Data Protection Officer, Bournemouth University, Poole House 5th Floor, Fern Barrow, Poole, Dorset, BH12 5BB.

If you would like to exercise any of your rights as outlined above, you can contact the DPO.

We will always aim to respond clearly and fully to any concerns you have about our processing and requests to exercise the rights set out above. However, if you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner.

Online reporting: <https://ico.org.uk/concerns/>

Email: casework@ico.org.uk

Tel: 0303 123 1113

Post:

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

You can find out more about your rights under data protection legislation from the Information Commissioner's Office website available at: www.ico.org.uk.

Covid-19

Unless you ask us not to, the information we hold about you (if you are the lead booker of the Chapel Gate facilities for your team/club) will be kept for the purposes of the NHS Test & Trace process. This is in line with government requirements which apply to leisure settings. It is the lead booker's responsibility to ensure that they are complying with the Test & Trace requirements to hold names and contact details of the individuals from their team/club who attend each match and training session at Chapel Gate, and to comply with all other requirements and guidance on Covid-19 in relation to team sports.

In addition, if you have the NHS Test & Trace app you will be able to check in using NHS Test & Trace QR codes on posters which we have placed around the clubhouse, artificial pitches and toilet facilities.

The information which is held by BUCB will be used if somebody who tests positive for Covid-19 tells NHS Test & Trace that they were at Chapel Gate shortly before or after they started to experience Covid-19 symptoms. NHS Test & Trace will work with BU and BUCB to ensure that appropriate action is taken to manage risks to staff and other users of Chapel Gate. We may contact you for these purposes, and on request from NHS Test & Trace we will disclose the dates/times of your bookings and your contact details associated with the booking, so that they can contact you if they

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think it is necessary. We keep information about lead bookers for these purposes only for 21 days after the date of your booking.

Legal basis under data protection law

Under the data protection legislation we need to identify and explain the legal basis for the processing of your personal data. For the uses of your data described above we consider these to be:

- For disclosure as part of NHS Test and Trace and wider public health measures, necessary for the performance of a public task: the public task of the NHS and public health authorities in controlling the spread of Covid-19;
- Necessary for compliance with legal obligations on BUCB, i.e. where there is a legal requirement under the Covid-19 legislation to record service-user data for Test and Trace purposes;
- Necessary for legitimate interests, i.e. ensuring health and safety within the Chapel Gate environment. We consider that the scope of data being processed and the way in which we will process it means that our approach is proportionate and the legitimate interests are not outweighed by damage to the rights of the individuals.

If you do not want BUCB to use your information for Test and Trace, you should tell us by email to chapelgate@bournemouth.ac.uk.

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