

SOUTH ESSEX GYMNASTICS CLUB LIMITED. PRIVACY POLICY – WEBSITE & COMMUNICATIONS



This policy outlines how we process personal information when you use the South Essex Gymnastics Club website or send communications to us. South Essex Gymnastics Club is the sole controller of the information provided for these purposes and will only use your information in accordance with this policy.

Information we collect about you when you use our website

You do not need to give us any information about yourself to view the South Essex Gymnastics Club website. When you access the website, our webserver logs your Internet Protocol (IP) address (a unique set of numbers that identifies one or more devices on a computer network), browser identifier and the time of access.

Please be aware that our website uses cookies.

Our website contains links to other third-party websites and we also participate on social media websites including, but not limited to Facebook, Twitter and Instagram. We may share content from websites such as these on our websites however, we do not control the privacy practices of such websites. For further information, you should refer to the relevant website's privacy policy.

Our website provides the option to contact us via our website. You may need to provide some information about yourself to access these services or if you contact us in another way.

How we use information about you for legitimate purposes

We process personal information about you or the following purposes where we have a legitimate interest to do so:

- Responding to questions, feedback and requests for information or support.

You can also contact us by telephone, email or letter. We do not record calls or retain any records of calls unless you agree. However, if you are a South Essex Gymnastics Club member we may log important calls and other communications on your account. We will use the information you provide to respond and will retain any correspondence for up to one year after the matter is resolved.

If you send us a private or direct message via a South Essex Gymnastics Club social media account, the message will be stored on the relevant social media platform and we will respond to you via that account. Please see the relevant social media privacy policy for further information.

We may use communications information to compile anonymous statistical reports showing information like the number and type of query and how they have been resolved. Occasionally we will use information provided to develop case studies for learning and

development purposes. We will be very careful to ensure that any information that could identify a person will be removed or changed to preserve anonymity.

- Monitoring the effectiveness of our website and communications.

We also use your IP address to analyse the number of people who are accessing our website at any one time and the types of device being used and the website user behaviour patterns. This information helps us to make improvements to our website and services. Unless you provide other information about yourself, we will not be able to identify you. However, we would not normally use IP addresses to identify individuals except if this is deemed to be necessary to investigate problems or potential misuse of the system. We also monitor whether our electronic communications are received and opened.

- Responding to complaints about the South Essex Gymnastics Club website and services or individuals that we regulate.

We use the personal information provided to respond to the complaint and to monitor the service we provide. If the complaint is about another person, we usually need to share the complainant's identity with whoever the complaint is about. If a complainant does not want information identifying him or her to be disclosed, we will try to proceed but it is often not possible to handle a complaint on an anonymous basis.

We will retain information relating to complaints for three years from the point that the matter is closed unless there is a legitimate and lawful reason to retain the information for longer e.g. for safeguarding, regulatory or compliance purposes or to exercise or defend legal claims.

We may compile anonymous statistical reports showing information like the number and type of complaints and outcomes. Occasionally we will use information provided in complaints to develop case studies for learning and development purposes. We will be very careful to ensure that any information that could identify a person involved in the case will be removed or changed to preserve anonymity.

You have the right to object to any of the above sharing of your information which we do so on legitimate interest grounds. If you wish to object please complete our objections form. Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

Other lawful reasons for using information about you

We may need to process information about you to comply with applicable laws and protect our legitimate interests and legal rights, including, but not limited to, use in connection with legal claims, compliance, regulatory, investigative purposes (including disclosure of such information in connection with legal process or litigation).

Why we share information about you

We will not share any information you have provided without your consent unless there is a legal or other legitimate reason to do so or it is necessary to provide the service you have requested.

Your rights

You have rights in respect of information we process about you (www.ico.org.uk/for-organisations/guide-to-data-protection/principle-6-rights). To exercise any of your rights, please contact us using the details below.

Changes to the privacy policy

We keep our privacy notices under regular review. This privacy notice was last updated on 11th April 2023.

S.E.G.C is governed by British Gymnastics and adheres to their established guidelines. British Gymnastics privacy policy: [Privacy Notices \(british-gymnastics.org\)](http://british-gymnastics.org)