

## Privacy Notice – Leisure Services

### 1. Why do we collect and keep your personal information?

We collect and use your personal information so that we can administer your use of Leisure Service.

The Processing of your data is:

- Because you have freely and explicitly provided your consent to this processing or marketing
- Because we have a legal obligation to do so
- Because your personal data forms part of a contract between you and Pembrokeshire County Council

### 2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulations 2018.

We have a duty to protect the public funds we administer and the public using our centres, the information provided by you on this form or by using our online survey/feedback form may be used to detect and prevent fraud, establish who is using the service, and subsequently develop a suitable programme & to establish whether the service is meeting its health, social & wellbeing duties by providing for all ages, genders & ethnicities.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information may be shared with other internal departments within Pembrokeshire County Council and with The Auditor General for Wales.

We will not make any disclosures to third parties for marketing purposes although we may use third parties to carry out marketing activity on our behalf if you have given consent for this.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to assess your entitlement to any services (this may entail medical data for the National exercise referral scheme, eligibility for discounted schemes such as our passport to leisure , age & disability for pricing levels ). The consequence of you not providing personal information is that we will be unable to process your enquiry, assessment or application.

### 3. How long do we keep hold of your information?

We will keep your personal data in accordance with our retention schedule, unless you explicitly request it to be removed. This right to have your data removed is not an absolute right, for example, we will need to retain your data if this information forms part of a statutory or legal obligation, public registry or an existing contract. Please see our Corporate Retention Schedules for more information.

### 4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulations 2016. To make a request for any personal information we may hold you need to put your request in writing addressing it to:

Access to Records Team  
Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

### 5. Your Rights.

Under the General Data Protection Regulations 2018, you have rights as an individual which you can exercise in relation to the information we hold about you, not all rights will apply it will depend on the legal basis for processing your data.

- The right to be **Informed** – Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR
- The right of **Access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **Rectification** – you have the right to ask to have your information corrected.
- The right to **Erasure** – this is not an absolute right and will depend on the reason for processing your personal information
- The right to **Data Portability** – This only applies to data processing that is carried out by automated means
- The right to **Restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **Object** – this is not an absolute right and will depend on the reason for processing your personal information.

## **6. Complaints or Queries.**

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer  
Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

Email: [dataprotection@pembrokeshire.gov.uk](mailto:dataprotection@pembrokeshire.gov.uk)

Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
Email case [worker@ico.org.uk](mailto:worker@ico.org.uk) Telephone No: 0303 123 1113

## **7. Changes to this privacy notice.**

We keep our privacy notice under regular review.