

Privacy Notice

Who are we?

We are the Dunblane Centre, a charity established using funds generously donated from all across the world following the tragedy at Dunblane Primary School in March 1996 and dedicated to establishing and running a space that can be enjoyed by the entire community from babies all the way through to senior citizens.

Dunblane Centre is the working name of the Dunblane Youth and Sports Centre Trust. We are a registered charity in Scotland, number SC027397. Our registered office address is Dunblane Centre, Stirling Rd, Dunblane FK15 9EY.

How your personal information is used and kept secure by Dunblane Centre

At the Dunblane Centre, we respect and protect your privacy. This privacy notice explains how we process your personal data.

The security of your personal information is of paramount importance to us, and we use appropriate technical and organisational measures to safeguard your personal information.

However, whilst we will use reasonable efforts to safeguard your personal information, the use of the Internet is not entirely secure and, for this reason, we cannot guarantee the security of any personal information that is transferred by or to you via the Internet. If you have any concerns about the security of your personal information, please contact us for more information.

How do we collect personal information from you?

We may collect personal information either on paper forms or electronically:

- When you hire, book or enquire about our services
- When you talk to us on the phone or in the Centre
- From emails
- When you use our website or mobile app
- In customer surveys
- When you use our venues
- If you take part in competitions or promotions
- If you provide donations or funding to us

What type of information is processed about you?

Personal - Name, address, email, date of birth, telephone number

Product or service - Details about the services you have used.

Financial - For example bank address, sort code and account number. If you buy something from us using a card, your card information is not held by us. It is collected by our third-party payment processors. They specialise in the secure online capture and processing of credit/debit card transactions.

Usage - Information about how you use our services

Preferences and consents - This includes information such as how you would prefer us to contact you, whether you wish to receive marketing information from us, or use of your image for marketing purposes.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests, including CCTV recordings, inviting individuals to events, undertaking surveys and sending operational emails.
- legal obligation.

Where we are relying on the lawful basis of contract for the processing of personal data, we may not be able to enter into an agreement with you if you do not provide us with the relevant information.

Where we rely on the lawful basis of consent, you can withdraw consent at any time by contacting us using the information below.

The purpose of our processing of your personal data is primarily to provide services to you, receive donations from you and / or to enter into an agreement with you.

How long will we keep your personal data?

We set retention periods for the retention of personal data based on legal requirements and best practice.

Who do we share your personal data with?

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers, sub-contractors and external bodies insofar as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data, as allowed by law, including:

- with your consent.
- to the extent that we are required to do so by law.

- to protect the rights, property and safety of us, our customers, users of our websites and other persons.
- in connection with any ongoing or prospective legal proceedings.
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, regulatory body involved in any complaint, whether investigating the complaint or otherwise.
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling.
- to another organisation if we enter into a joint venture or merge with another organisation.

How you can update your information

The accuracy of your information is important to us. If you change email address or if any of the other information we hold is out of date, please contact us via manager@dunblanecentre.co.uk.

16 or Under

We will always protect the privacy of children aged 16 or under. Only a parent/guardian of children aged under 16 can provide us with personal information and will be our point of contact. Please do not provide us with phone numbers or email addresses of under 16's.

Transferring your personal data outside of the United Kingdom

Where the Dunblane Centre processes your personal data outside of the United Kingdom we will ensure that lawful and appropriate safeguards are in place, in accordance with the UK General Data Protection Regulation.

Marketing

When you contact us, you may be asked if you want to receive relevant information from us about the work we do to support the local community and the latest information on our products, services and offers.

Updating your marketing preferences

You can email manager@dunblanecentre.co.uk or call us on 01786 824 224 to update your marketing preferences.

You can choose to stop receiving email marketing at any time by clicking the 'unsubscribe' link at the bottom of emails.

Whatever you choose, we will continue to send you important operational information such as class cancellations or venue closure notifications which may affect you.

What are your rights?

You have the right at any time to request us to comply with your request to exercise your data subjects' rights, including:

- Access
- Rectification
- Erasure
- Restriction
- Portability
- Object

Please contact us, using the contact details below, if you wish to make any of the above requests. When you make a request, we are required to verify your identity and may ask you for specific information to fulfil this purpose. Normally, you will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

Queries and Complaints

Any questions relating to this notice and our data protection compliance should be sent, in the first instance to manager@dunblanecentre.co.uk.

We seek to directly resolve any queries or complaints about how we process personal information and would request you contact us in the first instance if you have any concerns. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

Telephone: 0303 123 1113

Online: <https://ico.org.uk/make-a-complaint/>

Reviewing this notice

We will review this notice as required. This notice was last updated January 2024.