

# Privacy notice

## Why do we have this privacy notice?

We at **Activity Alliance** want to make sure all the personal details we hold about you are safe and secure, so we want you to know as much as possible about what we do with your personal information.

This privacy notice applies to everyone who interacts with us in any way, unless the reason you do so is already covered by another of our privacy notice(s).

So, for example, this privacy notice will not apply if you are one of our current or former staff or you are participating, volunteering and/or peer mentoring in one of our events. Our privacy notice in relation to our events can be found at [www.activityalliance.org.uk/privacy](http://www.activityalliance.org.uk/privacy). Please also read this notice to the extent that they will apply to your activities as they may apply to you in addition to this privacy notice.

This privacy notice will cover you **if you interact with us for any other reason**. For example, this privacy notice will cover someone who:

- is going through a recruitment process to come to work for us,
- uses our website,
- attends one of our events or training courses,
- works at a customer or supplier of ours or another organisation that we deal with (such as one of our members or funding partners),
- or anyone else who is affected by our activities to the extent not covered by another of our privacy notices.

This privacy notice covers a wide range of individuals and different types of relationships and interactions with us. As such, not all aspects of this privacy notice may apply to you depending upon the nature of your relationship and interactions with us. If you are unsure then you can always ask us by contacting us at [info@activityalliance.org.uk](mailto:info@activityalliance.org.uk) or call **01509 227750**.

## Who are we?

In this privacy notice any reference to "us", "we", "our" or "ourselves" is a reference to Activity Alliance, and any reference to "you", "your" and "yourself" is a reference to you as an individual who has a relationship with us or is in contact with us.

We are, what is known as, a **data controller**. This means we have control over how your details are used and who we pass them to. This document explains when, why and how we collect personal information from you. Sometimes organisations need to appoint an individual called a **Data Protection Officer** to make sure that we are being very careful with your information.

Activity Alliance doesn't need to have Data Protection Officer, but we have decided to put together a team of people instead to make sure your details are safe. They can be contacted at [info@activityalliance.org.uk](mailto:info@activityalliance.org.uk), or call **01509 227750** in case you have any questions.

## What personal information do we collect?

We may collect and process a wide range of personal information about you. This includes:

- Personal contact details such as name, title, address, email address and telephone number(s).
- Information about your date of birth, age, gender, marital status, next of kin, dependants, family members and emergency contacts.
- Bank account details, financial transactions, payments.
- Any terms and conditions relating to your relationship with us.
- Any communications between ourselves and you.
- Subscription information: for example, when you subscribe to one of our newsletters or other materials.
- Records of your attendance: at any events or training sessions hosted by us, jointly with third parties or on our behalf.
- Details of services carried out or products provided by you in connection with our relationship with you, details of your interest in and connection with any organisation which supplies any services or products to us.
- Any information provided by you or a recruitment agency or created by us as part of the recruitment process. For example: your CV, any application form, during any assessment tests, during any telephone/video calls and during an interview. This information may cover for example your past work history, your current and past remuneration, tax status, right to work, national insurance number, qualifications and experience, professional memberships, personality characteristics, references, job offers, proposed terms and other information relevant to recruitment.
- Business related information, such as where you are a sole trader, a partner or a company director or a key member of staff of a business we have a relationship with.

- Performance information related to our relationship with you or a business we have a relationship with.
- Publicly available personal information, including any which you have shared via a public platform, online or on social media.
- Details of your education or work history including organisations, positions, roles, responsibilities.
- Personal history and information including hobbies, interests, dietary requirements, and your preferences.
- Creditworthiness as we may undertake investigations into your creditworthiness in order to establish whether to enter into or continue a business relationship with you.
- How you use our website as we collect information about the pages you look at and how you use them. This includes: usernames, account details and passwords, entry and exit data when you look at or leave our website, details of events that may be interest to you, online subscription information for example when you subscribe to one of our updates, browser related information, cookies that are set on your device by our website (for more details see our separate cookie policy at [www.activityalliance.org.uk/privacy](http://www.activityalliance.org.uk/privacy)).
- IP address information which allows us to track your usage of our website.
- Details of any queries, complaints, claims and cases involving both us and yourself including any related communications.
- Photographs, video footage, audio recordings and other content, for example any created as part of our marketing or promotion campaigns, when you are at one of our events or which you create or provide to us.
- Information from Companies House.
- Records of your attendance at any events or competitions hosted by us or jointly with third parties.
- Any other personal information you provide to us.

### Special information

- We may also hold and use what is called “**special information**” about you, but we will only use it if we have a really good reason to do so such as where the law allows us to or you have told us you are happy for us to use it. This may include:
  - Information about your race or ethnic background
  - Information about ill-health or injury for example as part of the recruitment process in relation to benefits as part of your remuneration.
  - Information about a disability or long-term health condition for which we need to make reasonable adjustments, including where you visit our premises.
  - Information about any time you have been in trouble that impacts on your relationship with us.

- In some cases, equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or beliefs. This will usually only be where it is relevant to your recruitment or any events, promotions, campaigns or other activities that may involve you. We will anonymise and aggregate the personal information before sharing any reports.

In cases where it is relevant, we may also collect criminal records information about you, for example an offence committed by you or alleged to have been committed by you that impacts on your relationship with us or it affects your ability to work for us.

If you are providing us with details of any other individuals, they have a right to know and to be aware of what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with them.

### How we collect personal information from you

Activity Alliance collects your personal information in a variety of ways and from a variety of sources as set out below:

- Most of your personal information is collected directly from you. For example: when you indicate that you may wish to attend an event, complete forms we provide to you such as when you apply for your organisation to become a member or during the recruitment process (such as forms to obtain some remuneration benefits), respond to a survey, subscribe to our newsletter, attend interviews or other interactions with us or other personal information you provide to us.
- From third party members or partners we have a relationship with, for example when you attend one of our jointly run events or training sessions.
- From third parties such as organisations you have worked for in the past, referees whose details you provide to us, recruitment agencies, temporary worker agencies, recruitment websites or platforms.
- If you work for an organisation that has a relationship with us, then we may collect some of your personal information from them.
- From other governing bodies, leisure facilities, local and national organisations and clubs to allow us to properly support disability sport on a local, regional and national level.
- From websites, the internet, social media or other platforms including public sources of information.
- From third parties such as organisations you have worked for in the past, Companies House, professional or trade organisations.
- From fundraising platforms like JustGiving if you have made a donation to us.

- From our website and information technology and communications systems, and suppliers we use in connection with them.
- From third parties appointed by you, for example any agency you work with or any financial or legal advisors.
- From third parties appointed by us, for example legal advisors appointed by us or credit reference agencies, identity or background check providers, data cleansing service providers or market/data research and analysis service providers.
- From government or government related bodies, regulators, the police, law enforcement authorities or the security services.

### What are our bases for processing your personal information?

We will only use your personal information when the law allows us to. This means we must have one or more legal bases to use your personal information. Most of these will be self-explanatory. The most common legal bases which will apply to our use of your personal information are set out below:

- Where we need to perform the contract we have entered into with you which covers your relationship with us or to take steps to enter into that contract.
- Where we need to comply with a legal obligation which applies to us, for example complying with health and safety laws for visitors.
- Where it is necessary for legitimate interests pursued by us or a third party and your interests and fundamental rights do not override those interests. We have set out in the section below how we use your personal information together with more details on our legitimate interests.
- Where you have given your consent. Generally we do not rely on or need your consent for almost all uses we make of your personal information.

Where we are processing any sensitive special category personal information about you (which covers personal information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning your sex life or sexual orientation) then we also need to have one or more of the following legal bases for using your personal information.

- Where we have your explicit consent to do so.
- Where it is necessary for us to comply with our obligations and exercising our rights in the field of employment law, social security law and social protection law.
- Where we need to protect your vital interests (or someone else's vital interests).
- Where you have already made public the personal information.

- In establishing, exercising or defending legal claims, whether those claims are against us or by us.
- Where it is necessary in the public interest.

Where we process criminal records information about you, then we will either do so either to comply with legal obligations or with your consent.

### How will we use your personal information?

There are many ways we will need to use your personal information in the context of your relationship with us. We have set out the main uses below, and indicated the main applicable legal bases of processing, but there may be other specific uses which are linked to or covered by the uses below.

- We will process your personal information to conduct any business or other relationship we have with you. For example, we may need to process your personal information to provide you with a contract if you are a supplier to our organisation. We may need certain information to make sure we can perform our contract with you and it will also be in our interests to do so.
- We may also need to process your personal information during the recruitment process to decide whether to enter into working relationship with you, to enter into that relationship, to meet our obligations under that relationship and to enforce our rights. For example, we need to process your personal information to assess your skills, qualification and suitability for the role and communicate with you about the recruitment process. It is in our interests to process your personal information and decide whether to appoint you to a role and whether to enter into a contract with you for that purpose. We may also need to do it in order to enter into a contract with you.
- We also need to monitor and manage our relationship with you, which may involve meetings, assessments, communications with you, decisions regarding your relationship with us. We need all this information to make sure we do a good job in managing your relationship with us and this will also be in our interests.
- We may need to process your personal information in order to hold or conduct promotions or campaigns. It is in our interests to do this and in some cases you may have told us you are happy for us to do so, say where we use your image.
- Where you attend an event or training session, we will need your information to register you onto it and to make sure the event you are attending runs smoothly. It is also in our interests to hold these events and track attendance and to providing appropriate food and drinks. We may also have a legal obligation to comply with health and safety requirements.

- We may need to carry out background, identity or other checks in relation to you or to carry out credit checks to decide whether to enter into a relationship with you. This will be in our interests, and in some cases we may have a legal obligation to do so.
- We may have many legal obligations connected to our relationship with you or connected to visiting our premises which we need to comply with, for example, to comply with health and safety laws so we can ensure it is safe for you to use our facilities or attend our training sessions or events, to comply with data protection laws, to make filings at Companies House, to ensure equality and equal opportunities or to invoke other legal rights.
- In some cases, we may need to process your personal information to prevent, detect or prosecute criminal activity. This will also be in our interests, we may also have legal obligations or be exercising a legal right to do this and it will also be in the public interest.
- You may have contacted us about a query, complaint or enquiry and we need to be able to respond to you and deal with the points you have raised. This will also be in our interests, we may also have legal obligations or be exercising a legal right to do this.
- We may need to gather evidence for and be involved in possible legal cases. This will be in our interests, we may also have legal obligations or be exercising a legal right to do this and it may also be needed to establish, bring or defend legal claims.
- To monitor any use you make of our website to protect our IT systems. This is in our interests, and we may also have legal obligations or be exercising a legal right to do this.
- We may need to process your personal information to help train our staff. This will be in our interests to make sure they deliver the high standards expected
- To help you if you have a question or you are not happy with something we have done. It is in our interests to make sure we deal with any issues you have quickly.
- We may need to collect some personal information for the purposes of equal opportunities monitoring. It is in our interests to make sure we provide you and others like you with the same opportunity to get into sport no matter who you are and where you come from.
- To conduct data analytics and analysis studies to review and better understand trends and to report to our external funders and valuation experts. This will also be in our interests and we may also have a legal obligation to do this. We will anonymise and aggregate the personal information before sharing any reports.
- To send you information we think you might find useful or which you have requested from us, including our monthly newsletter, event specific newsletter, our weekly media alerts for members, information about volunteering opportunities and other ways of supporting our organisation, provided you have said you are happy for us to do so.

- We will keep all of your details on our files. It is in our interests to hold your details on file so we can deal with any issues quickly and to make sure we do a good job in managing our relationship with you. Sometimes we may have to keep your details because the law tells us we have to.

### Special information

Where we use any '**Special Information**' about you for the above reasons, we will also make sure that we only use it if either:

- you have told us you are happy for us to use it;
- it is in the interests of the public and we have a lawful reason to use it;
- we need it to help us with a legal case we are involved in; or
- certain laws allow us to use it.

### Who can see your personal information?

- We store your information securely to protect it against loss and misuse. We have put in place lots of security measures to make sure your details don't go missing or get used in a way they shouldn't be. We have a great team of people working with us who are trained to know how to use your details securely and will only use your details when and how we tell them to.
- We keep your personal information private and only share your personal information when we really need to.
- Your personal information is only shared with members of Activity Alliance staff that need it to see it.

We may pass your personal information externally on to:

- Anyone you have said you are happy for us to send your details to
- Service providers to our organisation, for example information technology services suppliers, marketing and public relations service providers such as Vuelio and Campaign Monitor.
- If you represent one of our suppliers, to other companies in the supply chain so they can contact you about any supply chain issues.
- Third parties that process personal information on our behalf and in accordance with our instructions, such as organisations who help us to carry out data analysis and research.



- Our legal and other professional advisers.
- Governmental bodies, HMRC, regulators, police, law enforcement agencies, security services, courts/tribunals.
- To leisure facilities, regional or national sports organisations to allow them to properly administer any events, programmes or training sessions we are jointly running
- Funders of our programmes such as Sport England for reporting and evaluation purposes (but we will make sure you cannot be identified from this information before we disclose it)
- Sponsors of our events and programmes for promotional purposes (but only if you are happy for us to do this)
- Other service providers for marketing purposes, but only where you are happy for us to do.

We also use Google Analytics which sets cookies to collect information about how visitors use our website. See our Cookie Policy at [www.activityalliance.org.uk/privacy](http://www.activityalliance.org.uk/privacy). We use the information to compile reports and to help us improve the website.

The cookies collect information in an anonymous form, including the number of visitors to the website where visitors have come to the website from and the pages they visited. To opt-out of being tracked by Google Analytics across all websites [visit the Google Analytics opt-out webpage](#).

### Will your data be transferred internationally?

Sometimes the people who we share your personal information with may be located outside of the UK and European Union. Where this happens, we will do everything we can to make sure that your details are only used in the way we say they will be, the transfer will be compliant with data protection laws and your data are kept secure.

If you would like any more details about how we protect your personal information in relation to international transfers, then please contact us at [info@activityalliance.org.uk](mailto:info@activityalliance.org.uk).

### How long do we keep your personal information for?

We only hold information about you for as long as we need to. Unless the law requires us to, generally we won't keep personal information about you for longer than 6 years after you were last in contact with us. For marketing contacts it will generally be a period of 2 years after we were last in contact with you.

If you applied to work with us we will retain your personal information for a period of six months after we have communicated to you that your application has not been successful. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. If your application has been successful and you accept an offer to work for us then please refer to our Employee Privacy Notice for further information.

## Your key rights

You can ask us:

- to tell you how your details are being used,
- to provide you with a copy of all details we hold on you,
- to correct some of the details we hold if they are not correct or out of date like your contact details for example;
  - to delete all of the details we hold on you (unless we have a good reason not to!),
  - to stop using your details in a certain way,
  - to send your details to you or another organisation.

Some of the rights may not always apply to the personal details we hold for you as there are sometimes requirements and exemptions attached which means we need to hold on to certain information and other times the rights may not apply at all.

**Don't forget** though, if you have told us we can use your information in a certain way and you would like us to stop, you can tell us to stop at any time and you can always tell us to stop sending you marketing messages. More information about these rights can be found on the [Information Commissioner's Office website](#). If you have any questions or are unhappy about something, please contact us at [info@activityalliance.org.uk](mailto:info@activityalliance.org.uk), or call 01509 227750.

## Keeping your personal information up to date

We want to make sure your personal information is up to date. If any of your personal information has changed, please contact us and let us know as soon as possible. We do change and update our privacy policy, so please make sure you check our website for any changes or updates at [www.activityalliance.org.uk/privacy](http://www.activityalliance.org.uk/privacy).

If you have any questions about these changes or updates or are not happy with the changes or updates, please contact us using the details below to let us know.

### What if I have a complaint?

We hope you don't have any reason to complain, and we will always try to resolve any issues you have, but you always have the right to make a complaint at any time to the Independent Commissioner's Office (ICO) about how we deal with your personal information or your rights in relation to your personal information.

You can make a complaint in writing to: ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF, United Kingdom. Or, you can go to the [ICO website to make a complaint](#).

### How can you get in touch?

If you have any queries about this privacy notice, you can always get in touch with one of our team using the details below:

Email: **info@activityalliance.org.uk**

Telephone: **01509 227 750**

Post: **Activity Alliance, SportPark – Loughborough University, Loughborough, LE11 3QF**

Charity number: **1075180**

**This privacy notice was updated on 26 March 2021**