

# PEOPLE WHO USE OUR SERVICES PRIVACY NOTICE

## 1. Introduction

We may offer various services to the public from time to time. We have to hold details of the people who have requested the service in order to provide it. However, we only use these details to provide the service that the person has requested and for other closely related purposes.

This privacy notice explains what personal information is collected when you use our services outside of one of our facilities, what it is required for and who it is provided to.

The notice also describes why MCRactive requires your data, and the legal basis on which it does this.

It provides additional information that specifically relates to this particular aspect of our service, and should be read together with the MCRactive corporate privacy notice, which provides more detail on the questions below. Click here to read our general [corporate privacy notice](#)

## 2. What kinds of personal information does this service use?

The information that we will gather normally includes the following information:

- Name
- Address
- Postcode
- Date of Birth
- Gender
- Method of payment & amount paid (if relevant)
- Service accessed

We also use the following special category personal information:

- Ethnicity
- Information in relation to any disability you declare yourself as having
- Medical information that you choose to declare

If you are willing to provide it to us, we will also collect:

- Contact telephone number(s)
- Email address(s)
- Emergency contact name & contact telephone number(s)

### **3. What is your personal information is used for?**

MCRactive does this to be able to enter into a contractual-type arrangement whereby we provide you with a service in return for a payment consideration. Additional information can also be used to ensure that you informed of any issues with the service, such as cancellations or amendments. The information also helps us to monitor our obligations in relation to diversity and equal opportunities.

### **4. What is the lawful basis we are relying on to use personal information?**

We collect and use this information under provisions contained in the General Data Protection Regulation, Article 6. Specifically we collect the information referred to in paragraph 2 above under the requirements of contractual obligation.

Where you have provided any information that is classed as 'special category' personal information referred to in paragraph 2 above, we also collect that information under Article 9 of the General Data Protection Regulation, in that you have given us your explicit consent to process that particular personal information.

### **5. Where has your personal information come from?**

In most cases, you will have provided the information to us directly to access our services. In a limited number of cases, we may have been given the information by partner organisations involved in the health and wellbeing sector, for example, Manchester's Physical Activity on Referral Service. For children who are accessing our services, we are also likely to have been given the information by their parents/guardians or schools.

### **6. Who will we share your personal data with?**

Your personal data is shared securely with the following organisations where it is both necessary and appropriate for us to do so:

- (a) Manchester City Council (as joint data controller of your personal information).
- (b) Greenwich Leisure Limited (as operators of publically-aimed sport and leisure facilities in Manchester)

Where possible, we will either anonymise or use pseudonyms when sharing your data, but this will not always be possible.

### **7. What rights do you have in relation to your personal information?**

To read about what rights you have regarding the personal information used for this service, please [click here](#)

## 8. How to contact us

If you have any questions or concerns about how MCRactive uses your personal information, please contact the Trust by email or post:

Email: [dataprotection@mcractive.com](mailto:dataprotection@mcractive.com)

Post: Head Office, National Squash Centre, Etihad Campus Gate 13, Rowsley Street, Manchester M11 3FF.

## 9. Complaints or queries

If you have any concerns about the way MCRactive processes your personal information, you have the right to complain to the Information Commissioner's Office. The contact details are:

0303 123 1113 (Local rate) / [casework@ico.org.uk](mailto:casework@ico.org.uk)

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