

SOUTH & CITY COLLEGE BIRMINGHAM

Privacy Notice Urban Fitness Gym Members

Notice about how we use your personal information

South & City College Birmingham is the data controller of personal information about you. We collect and process personal data about you to provide the services you use, operate our business, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfil other legitimate interests.

Our Data Protection Officer is Parveen Ghulam. If you have any questions about this privacy notice or the ways in which we use your personal information, please contact our Data Protection Officer at High Street, Deritend, Birmingham, B5 5SU or data.controller@sccb.ac.uk

This privacy notice has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act 2018.

1. [Gym Members](#)

Other Links:

- [Automated decisions we take about you;](#)
- [Requesting access to your personal data \(Subject Access Request \(SAR\)\);](#)
- [Controlling your personal information;](#)
- [Cookies;](#)
- [Links to other websites;](#)
- [Changes to our Privacy Policy](#)
- [Contact us](#)

1. **GYM MEMBERS**

WHAT WOULD YOU LIKE TO KNOW ABOUT?

- [the information we collect about you and why we collect it](#)
- [the legal basis on which we collect and use your personal information;](#)
- [how long we keep your personal information;](#)
- [how we share your personal information;](#)
- [how we transfer your personal information outside Europe;](#)
- [your rights over your personal information;](#)

The information we collect about you and why we collect it

As a Gym Member we may collect your personal and details about you, including:

- Name, date of birth, gender, e-mail address, postal address, telephone number, health declaration and whether you require disabled access.
- Credit or debit card information, information about your bank account number and sort code or other banking information.
- Your usage records and duration of visits.
- Personal data you have provided to us when you enquire or become a Member.
- The name and contact details (including phone number) of your next of kin; this is only if you are under 16.
- Where you have named someone as your next of kin and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.
- Notes and reports about your health – This is a questionnaire, which is completed by you, only if we provide programmes designed for you. We will collect some health information from you to provide this service.
- Information about complaints and incidents.
- Your contact with us, such as an email or other records of any contact you have with us.
- Your membership information – such as dates of payment owed and received, the services you use and any other information related to your account.
- CCTV – when you are using our gyms.
- When using our gym, CCTV is being recorded and is permanently erased after 14 days.

Your personal information is created, stored and transmitted securely in a variety of paper and electronic formats, including databases. Access to your personal information is limited to the College staff who have a legitimate interest in it for the purpose of carrying out their contractual duties our use of your personal information will not be excessive.

The College will process your personal information for contractual reasons including the following:

We will use your information for the following reasons:

- Bill you for using our services as part of your membership. Any payment transactions on our website will be processed securely by third party payment processors.
- Keep you informed about our services including operational matters relating to your Membership.
- Provide relevant services to you.
- To confirm your attendance at the gym.
- Contact you with offers or promotions based on our analysis of how you use our services and what we think will be of interest to you (unless you choose not to receive our marketing messages).
- Respond to any questions or concerns you might have about our services.
- To provide an ID card to access the gym.
- To communicate effectively with you by post, email and phone.
- To operate security (including CCTV), complaint, audit and quality assurance processes and arrangements.
- To notify you about changes to our products or services.
- To provide you with tailored health programmes if you request these services and have completed a health questionnaire form.

Where we process your personal data based on your consent you have the right to withdraw consent at any time, for example your consent to receive direct marketing. If you no longer want to receive marketing messages from us, please contact by email data.controller@sccb.ac.uk

For new customers, we may contact you to promote our products and services if you have provided your explicit consent for us to do so.

The legal basis on which we collect and use your personal information

Generally, the information that is collected is processed as part of our contract or to take necessary steps to enter into a contract with you. For some members there will be a public interest task of providing education to you.

- Commercial members information will be collected on the basis of a contractual basis.

How long we keep your personal information

We will store your information for as long as you are a Member of Urban Fitness, or following cancellation and to meet legal requirements including financial audit, anti-fraud and money laundering regulations we will store your information for no more than 6 years from the last activity on the account. An 'activity' can be classified as access into a gym, a payment made on the membership account or a comment added to the membership following contact with Urban Fitness. We may contact you about Urban Fitness services during this 6 years if you haven't opted out of receiving marketing communications from us.

How we share your personal information

We may also share your personal information that you give us, with the following organisations below, together with their purposes and services:

- Service providers, agents and associated organisations to allow us to service your membership and communicate with you; for example, financial institutions to process payments.
- Law enforcement agencies, regulatory organisations, courts or other public authorities where we have a legal obligation to do so, to aid with any investigations and only if it is reasonable for the purpose of protecting us against fraud, defending our rights or property, or to protect the interests of our customers.

Other than as set out above, we will not normally publish or disclose any personal information about you to other external enquirers or organisations unless you have requested it, consented to it or it is in your vital interests to do so (e.g. in an emergency situation).

How we transfer your personal information outside Europe

We do not store or transfer your personal data outside Europe.

Automated decisions we take about you

All decisions are made with human involvement, we do not use personal data to make a sole decision by automated means.

Requesting access to your personal data (Subject Access Request (SAR))

Under data protection legislation, individuals have the right to request access to information that we hold about them. To make a request for your personal information contact:

Our Data Protection Officer is Parveen Ghulam. If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer at High Street, Deritend, Birmingham, B5 5SU or data.controller@sccb.ac.uk

You also have a number of rights over your personal information, which are:

- the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO's website for further information about this (<https://ico.org.uk/>); (If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance).
- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information;
- the right to ask us to correct any errors in your personal information;
- the right, in certain circumstances such as where our use of your personal information is based on your consent and we have no other legal basis to use your personal information, to ask us to delete your personal information;
- the right, in certain circumstances such as where we no longer need your personal information, to request that we restrict the use that we are making of your personal information;
- the right, in certain circumstances, to ask us to review and explain our legitimate interests to you; and
- the right, where our use of your personal information is carried out for the purposes of an agreement with us and is carried out by automated means;
- to ask us to provide you with a copy of your personal information in a structured, commonly-used, machine-readable format.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, if you do not want the information to be used by anybody for direct marketing purposes, do not opt in.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at data.controller@sccb.ac.uk

Cookies

Cookies are text files placed on your computer to collect standard internet log and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Changes to our Privacy Policy

We keep our privacy policy under regular review and will update it from time to time to make sure it remains up-to-date and accurate.

Approval & Review

Version 0.2 Final
Comments: GDPR Working Group
Date of Comments: 12 January 2022

Version 0.3 Final
Approval: SLT
Date of Approval: 1 March 2022
Next Review Date: January 2024

Version History

Version	Date	Description
0.3	1 March 2022	SLT to approve
0.2	12 January 2022	Review Urban Fitness Privacy Notice
0.1	4 February 2021	Urban Fitness Privacy Notice

