

Finance and Administration

Privacy Notice

East Ayrshire Leisure is committed to protecting your privacy. We will only use the information that we collect about you in accordance with the General Data Protection Regulations and the Data Protection Act 2018. You can browse our website without disclosing any personal information, however if you choose to provide personal information via our online booking service, e-newsletter sign-up or in any other form, we will only process your personal data in accordance with the relevant legislation.

Who is responsible for your information?

All personal information is held and processed by East Ayrshire Leisure in accordance with the Data Protection Act 2018. For information on the role of data Controller, data Protection Officer and contact details for East Ayrshire Leisure, please refer to the [privacy statement](#) on East Ayrshire Leisure's website:

What personal information do we need and why?

Personal data is required to be collected by East Ayrshire Leisure to provide a detailed audit trail when carrying out specific functions within the Finance remit

- Raising invoices to customers for services provided by East Ayrshire Leisure
- Collection of monies through Direct debit BACS process
- Cash receipting through various methods BACS; Webpay; Cheque; Cash
- Processing of suppliers invoices; credit notes
- Processing customer refunds

Type of personal information held

- Personal data includes identifiers such as customer name; address; email address; contact telephone numbers; bank account details where applicable to facilitate direct debit collections
- Supplier contact information; bank details to facilitate payments

Sharing and Protecting Your Information

East Ayrshire Leisure will only share your information where it is required to do so, such as where services are delivered jointly with other organisations. We will tell you who these

organisations are when we gather your information. This is detailed further in each of our specific services 'Privacy Notices'.

In order to provide services to you we may need to appoint other organisations to carry out some activities on our behalf. These may include, for example, payment processing organisations, delivery organisations, mailing houses and contractors or consultants providing services to East Ayrshire Leisure (or directly to service users) where we need to provide them with personal information to allow them to provide these services. We select these organisations carefully and put measures in place to make sure that they are not allowed to do anything with your personal information which East Ayrshire Leisure could not do itself.

Where information is shared with other organisations or processed on our behalf, we will ensure adequate protection by ensuring contracts and sharing agreements are in place that define security controls around the sharing of the information.

Who will we share your information with?

- East Ayrshire Council
- Payment Services Provider
- BACS Payment Services

East Ayrshire Leisure also make any disclosures required by law and may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds

What is the lawful basis for processing the data?

The lawful basis for processing personal data are set out in Data Protection legislation. The lawful basis for processing personal data within Sport & Fitness are:

- (1) Contract - The processing is necessary for performance of a contract (between a customer and the organisation)
- (2) Legal Obligation - The processing is necessary for East Ayrshire Leisure to comply with the law
- (3) Public task - the processing is necessary to perform a task in the public interest or for official functions, and the task or function has a clear basis in law
- (4) Consent – individuals may provide personal details for a specific purpose, this information can only be used for the purposes it was freely given. Where East Ayrshire Leisure is relying on consent to process personal data then you have the right to withdraw this consent at any time.

How long do we keep your information?

East Ayrshire Leisure will only keep your personal data for as long as necessary. Full details of how long we retain the contact information outlined above can be found in [East Ayrshire Council's Retention Schedule](#).

After this time, personal data will be securely destroyed.

Providing accurate information

It is important that we hold accurate and up to date information about customers who regularly engage in aspects of our service. If any details change, or change in the future, customers should ensure that they inform East Ayrshire Leisure as soon as possible so that they can update their records.

Individuals data processing rights

Under data protection legislation, individuals have the right to request access to information about them that East Ayrshire holds. Further details can be found in East Ayrshire Leisure's [privacy statement](#)

Individuals also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed
- in certain circumstances, transfer their data to another organization (data portability)

Individuals can contact East Ayrshire Leisure regarding the processing of their data. Details of how to do this can be found on [East Ayrshire Leisure's Privacy Statement](#)

If individuals have a concern about the way East Ayrshire Leisure is collecting or using their personal data, they should raise their concern in the first instance with East Ayrshire Leisure's Data Protection Officer; contact details can be found on [East Ayrshire Leisure's Privacy Statement](#)