



PRIVACY POLICY STATEMENT

We are committed to respecting and protecting the privacy of all personal data that we control and process on behalf of those individuals that interact with BowlsWales.

We regularly review our compliance with the law on data protection and specifically our recent review has taken into account the requirements of the General Data Protection Regulation(GDPR) that came into effect on 25th May 2018.

BowlsWales may capture, store, and use personal data in the following circumstances:

1. Representative of a member organisation of BowlsWales;
2. Volunteer who has agreed to work in a specific capacity;
3. A contact representative of a club/organisation that has purchased goods or services provided by BowlsWales;
4. Individuals who subscribe to our newsletters/updates;
5. Individuals who participate in one of our surveys or questionnaires;

References to **we**, **our** or **us** in the privacy policy specifically relate to BowlsWales, Sport Wales National Centre, Sophia Gardens, Cardiff, CF11 9SW with Company Number 10838128.

We are not required to appoint a Data Protection Officer. A Director has been nominated to take overall responsibility for data protection compliance in our organisation. Currently Ken Burton will take the lead.

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU COULD INCLUDE:

- personal contact details such as name, title, email addresses and telephone numbers;
- Age and gender;
- details of your interactions with us.
- records of attendance at events or competitions;
- images in video and/or photographic form and voice recordings;
- marketing contact preferences.



2. SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store and use the following “**special categories**” of more sensitive personal information regarding you:

- information about race, ethnicity, religious beliefs and sexual orientation;
- information about your health, including any medical condition, health and sickness records, medical records and health professional information.

We may not collect all the above types of special category personal information about you. In relation to the special category personal data that we do process we do so on the basis that:

- the processing is necessary for reasons of substantial public interest, on a lawful basis;
- it is necessary for the establishment, exercise or defence of legal claims;
- it is necessary for the purposes of carrying out the obligations and exercising our or your rights in the field of employment and social security and social protection law; or
- it is based on your explicit consent.

In Section 4, we refer to these as the “special category reasons for processing of your personal data”. We may also collect criminal records information from you. For criminal records history, we process it on the basis of legal obligations or based on your explicit consent.

3. WHERE WE COLLECT YOUR INFORMATION

Personal data is primarily collected when you contact us to become a member/volunteer/enter an event with BowlsWales.

If you are providing us with details of referees, next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of what is happening. Please share this privacy notice with those of them whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the “**Your rights in relation to personal information**” section below.

4. USES MADE OF THE INFORMATION

Main purposes for which we process your personal information, the categories of information and our basis for being able to do this.

Purpose	Personal Information Used	Lawful Basis
Administer any membership/working relationship you have with us and managing our relationship with you. This extends to dealing with payments and any support, service or product enquiries made by you.	All contact and membership details, transaction and payment information, records of your interactions with us, and marketing preferences.	Necessary to enable us to professionally manage and administer our operation.
Manage any contracts for the provision of any merchandise, products and/or services.	All contact details. Transaction and payment information.	Necessary to enable us to administer and perform any contract.
Distribute information as part of BowlsWales pivotal position within the sport in Wales.	All contact, membership and volunteer details.	Professionally administer operations.
Distribute marketing material, newsletters, events details and information about our commercial partners and wider sport body.	All contact and membership details and marketing preferences	Explicit consent or we reasonably consider sending such information to be in your legitimate interest.
Respond to enquiries or complaints	Contact details and records of your interactions with us	Normal Business Activity
Retention of records	All the personal data we Control and Process.	We have a contract basis for retention of most of the data we process. In certain circumstances we have a legal obligation to retain records. We process special category "personal data" referred to in section 2 above. For criminal records history we process on the basis of legal obligations or based on your explicit consent.
The security of our IT systems	Your usage of our IT systems and online portals.	Our IT systems need to be secure.
Purpose of promoting the sport of Bowls.	Images in video and/or photographic form.	We will have your explicit consent, or where the use of such images is compliant with the "Special Purposes" as defined within Clause 24 (1) of the GDPR.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however, that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you.

5, DIRECT MARKETING

Email, post and SMS marketing: from time to time, we may contact you by email, post or SMS with information about BowlsWales products and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by e-mail. You can also unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

6. DISCLOSURE OF YOUR PERSONAL INFORMATION

We share personal information with the following parties:

- **Any party approved by you.**
- **To any governing bodies or regional bodies for the sport of bowls.**
- **Other service providers:** for example, Insurers, email marketing specialists, payment processors, data analysis CCTV contractors, promotional advisors, contractors or suppliers and IT services (including CRM, website, video- and teleconference services);
- **Our supply chain partners & sub-contractors**, such as couriers,
- **Our Commercial Partners:** for the purposes of providing you with information on any tickets, special offers, opportunities, products and services and other commercial benefits provided by our commercial partners where we consider it to be within your legitimate interests for us to do so;
- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

We do not disclose personal information to anyone else except as set out above.

7. TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY

The personal information we collect may be transferred to and stored in countries outside of the UK and the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain instances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your personal information is only used in accordance with this privacy policy and applicable data protection laws and is respected and kept secure and where a third part processes your data on our behalf we will put in place appropriate safeguards as required under data protection laws.

For further details please contact us by using the details set out in the "Contacting us" section below.

8. SAFEGUARDING DATA

There will be occasions where, in conjunction with our member organisations, we need to be aware of and share personal data linked to safeguarding in the wider sport of Bowls. This personal data will be processed on a legal basis in line with the requirements of the organisation at that point in time.

9. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements.

Generally, where there is no legal requirement we retain all physical and electronic records for a period of seven years after your last contact with us. Exceptions to this rule is:

- Information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after you have worked for us.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address. You may be able to update some of the personal information we hold about you by contacting us using the details set out in the "**Contacting us**" section below.

10. YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider;
- Individuals who feature in our articles and/or newsletters;
- Individuals who contact us with an enquiry or complaint;

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy policy sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "**Contacting us**" section below.

If you are unhappy with the way we are using your personal information, you can also complain to the UK Information Commissioner's Office. We are here to help and encourage you to contact us to resolve your complaint first.



11. CHANGES TO THIS NOTICE

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

12. SECURITY

We employ a variety of technical and organisational measures to keep your personal data safe. Whilst no transfer of information over the internet or storage of information is guaranteed to be 100% secure we take all possible steps to protect the personal data we hold for you.

Prevention of unauthorised access, use or disclosure of personal data is our primary concern.

13. COOKIES

Please refer to separate cookies policy references. Here is the [link](#)

Our privacy statement only covers the following website: www.bowlswales.com

14. CONTACTING US

In the event of any query or complaint in connection with the information we hold about you, please email enquiries@bowlswales.com or write to us at BowlsWales, Sport Wales National Centre, Sophia Gardens, Cardiff, CF11 9SW.