

Upandover Dog Agility Club Privacy Notice

This privacy notice tells you how Upandover Dog Agility Club will collect and process your personal data if you register as a member, take part in one of our courses or training days and use our website.

About Us

Upandover Dog Agility Club is an independent agility training club located in Tidworth and serving the surrounding area. We protect the health and well-being of your dog and of yourself when providing advice and guidance on training related to dog agility.

Who to contact regarding your personal data

We take your privacy seriously. Our Data Protection Manager looks after data protection and would be happy to answer any of your questions about this privacy notice and how Upandover Dog Agility Club uses your data. They can be contacted through our Club Secretary at membership@upandoverdogagilityclub.co.uk.

The personal data we collect and process

There are four main ways we process the personal data you provide. We endeavor to keep this information accurate and up to date, and not keep it longer than is necessary.

1. To administer your account as a member

In order to provide our service effectively and ensure the best possible training for you and your dog, we need to collect and process the following personal data when we register you as a member or participant in a training course.

Personal data type	How the data is collected
First name, Last name	As part of registering to be a member
Home Address	As part of registering to be a member
Phone number (normally a mobile)	As part of registering to be a member
Email address	As part of registering to be a member

This personal data will be used for the following services and purposes:

- To administer your account and provide the products and services you have requested from us. For example, notice of training fees, training days or other club activities and offers on club clothing and discounts.
- To inform you by email of service information about the club. For example, notification of changes to training groups and times and cancellations due to unforeseeable circumstances.
- Questionnaires and surveys related to the provision of training for the members.
- Notice of AGM and meetings of the club as required by our constitution.

Members find these communications useful in planning their training and to keep up to date with what is going on in the club. They are **only sent to existing members who can opt-out at any time**.

The personal data that we process for these communications is first name, surname, email address and mobile phone number.

We would like our members to enjoy these communications, so it is important to note that you can opt-out at any time by contacting the Club Secretary by email or in person on a training evening.

2. To share with agility related 3rd parties WITH your consent

There will be occasions where we will need to ask for your consent to share your personal data with a 3rd party. e.g if we are booking tickets or places on a course on your behalf.

Upandover Dog Agility Club will not pass on your personal data to any third parties without your consent unless the law requires us to do so.

When you use our [upandoverdogagilityclub.co.uk](http://www.upandoverdogagilityclub.co.uk) website

When someone visits www.upandoverdogagilityclub.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things like the number of visitors to the various parts of the website. This information is processed in a way which does not identify anyone.

We use cookies, which are small text files that are placed on your computer when you visit. We do this to make our website work more efficiently and to promote our news, products and services on social media. Visit www.upandoverdogagilityclub.co.uk/cookies to manage your cookie settings and view more information on how we use them and why.

Upandover Dog Agility Club uses a third-party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses (a number assigned to each of your devices connected to the internet by your broadband provider) of visitors to the Upandover Dog Agility Club website.

We provide contact forms on our website. Each form details the information required and an explanation of what the form is for. For general enquiries, once an enquiry has been dealt with, the data is deleted in line with Upandover Dog Agility Club procedures.

Disclosure of personal data to our service providers

We may pass on your personal data to service providers contracted to Upandover Dog Agility Club in the course of dealing with you. They act as a data processor on our behalf and are obliged under contract to keep your details secure, and only use them to fulfil the services they provide on our behalf. When they no longer need your data to fulfil this service, they dispose of it in line with Upandover Dog Agility Club procedures.

How long do we process your data for?

Upandover Dog Agility Club is required to retain information in accordance with the law, such as information needed for audit and insurance purposes.

In order to comply with our liability insurance, we keep and securely store past members records for **seven years**. This includes full name, address, email address and telephone number, but excludes bank account details.

We will only process your personal data whilst you are member. After **one year** of inactivity we will email or call members to prompt them to see if they wish to remain as a member. **After one year** and six **months** we will write to or call members again. If there has been no **activity for two years**, and no response to our enquiries we will close the member's account and archive the data.

Your rights as a data subject

At any point while we are in possession of or processing your personal data, you the data subject, have the following rights:

- *Right of access* – you have the right to request a copy of the information that we hold about you.

You can do that by emailing the Club Secretary practice on membership@upandoverdogagilityclub.co.uk or by speaking to the Secretary, Training Manager or Club Chairperson at a club evening. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

Please note that you will need to provide proof of identity – a current passport or driving licence.

- *Right of rectification* – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- *Right to be forgotten* – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- *Right to restriction of processing* – where certain conditions apply to have a right to restrict the processing.
- *Right of portability* – you have the right to have the data we hold about you transferred to another organisation.
- *Right to object* – you have the right to object to certain types of processing such as direct marketing.
- *Right to object to automated processing, including profiling* – you also have the right to be subject to the legal effects of automated processing or profiling.
- *Right to judicial review*: in the event that Upandover Dog Agility Club refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below.

Complaints

We take the processing of your personal data very seriously and are here to help with any concerns you may have. Please do contact the Club Secretary at membership@upandoverdogagilityclub.co.uk.

If you are still not happy with how your personal data is being processed by Upandover Dog Agility Club or how your complaint has been handled, you also have the right to lodge a complaint directly with the Information Commissioners Office at <https://ico.org.uk/concerns/> or by calling 0303 123 1113.