



## Leisure, Culture and Operations Service Privacy Notice

This privacy notice is for the use of service users/customers of Walsall Metropolitan Borough Council's Leisure, Culture and Operations Service in fulfilment of our responsibility as a data controller under data protection law. The Leisure, Culture and Operations Service are responsible for the following:

- Active Living Centres
- Sports Development
- Outdoor Activity Centre
- Libraries
- New Art Gallery
- Forest Arts Centre
- Local History Centre
- Leather Museum
- Bereavement services (please see separate Privacy Notice)
- Registry Office (please see separate Privacy Notice)
- Building Control

You are entitled to know what personal data we use, why we use it, how we store it and for how long, and who we might share it with and why. Personal data is any information which provides details about an individual to someone else. The individual must be identifiable from the information, if the information is fully anonymised it is no longer classed as personal information.

### Information we collect and use

- Name
- Contact details
- Date of birth
- Next of kin, name and contact details
- Ethnicity (special category – further details below)
- Gender (special category – further details below)
- Sexual orientation (special category – further details below)
- Religion (special category – further details below)
- Health (physical/mental) information (special category – further details below)
- Bank Account Details/Payments

## **Purpose for processing and lawful basis**

The lawful basis under which we process your information and the linked reason for processing is:

- Where processing is necessary for the performance a contract to which you are a party, or in order to take steps before entering into a contract- for example your gym or library membership.
- When processing your information is necessary to cooperate with and conform to UK law or another legal obligation to which the Council is subject – for example records or details of any accidents or injuries sustained whilst using our facilities, for the purposes of health and safety legislation

### Special Category Data

Special category data is information which is deemed particularly sensitive and which unlawful processing could create risks to you. In order to offer some services we may need to collect and use special category data. For example as part of your gym membership we may need to collect details of any health issues which may impact your use of the facilities. We may also collect special category information as part of our equality monitoring. When doing this we are relying on the following lawful basis for this processing:

- The processing is necessary for reasons of substantial public interest.

In circumstances where none of the above lawful reasons apply we will only collect and use your information with your explicit consent. Please note you can withdraw your consent to this processing at any time by contacting us at our main address (detailed below).

## **Who we may share your information with**

We use your information to progress requests to access our services, or to administer our function as local authority.. Your information may be manually and/or digitally processed through our systems by people in the UK. These will usually be internal council staff but there may be some occasions where we use a third party company to perform some of the services on our behalf – for example collection of membership fees. All people with access to your information will do so under strict adherence to Data Protection law, adequate safeguards and appropriate authorisation.

There may also be occasion when we will share your information with relevant third parties when required to do so by law.



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## How long we will hold your information

There are provisions in UK law that dictate how long we can keep your information.

The Council will only hold and archive your information in line with its corporate retention schedule which has been compiled in accordance with UK legislation such as, but not limited to, the Health and Social Care Act, the Public Records Act and the Local Government Act.

## Your rights

You have the following rights with regard to your personal information:

**Right to be informed** – You have the right to know the following:

- what information we intend to collect,
- why we need your information,
- the lawful basis under which we can process your information,
- how we will process your information,
- whether we share your information,
- who we might share your information with,
- your rights until the law,
- how long we will retain your information and how you can contact us.

This Privacy Notice should have detailed all of the above but if for any reason you are dissatisfied with our stewardship of your information, you have the right to lodge a complaint with the Information Commissioners Office (ICO), contact details are provided below.

**Access to your information** – If you would like to know what information we hold and process about you, the category of information, who we share your information with, to ascertain the accuracy of the information and the criteria we apply in processing your information, you can make a request to us in writing.

To make a subject access request and receive a copy of your personal information, contact Information Rights at

Information Rights  
Resource and Transformation Directorate  
Walsall Council  
Civic Centre  
Darwall Street  
Walsall  
WS1 1TW

Telephone: 01922 650000

By email:

[informationrights@walsall.gov.uk](mailto:informationrights@walsall.gov.uk).



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Please be aware we will need you to provide appropriate identification but you can find details of this and everything else about our Subject Access Request process on our website or by typing the link below into your computer browser:

[https://go.walsall.gov.uk/access\\_to\\_my\\_personal\\_records](https://go.walsall.gov.uk/access_to_my_personal_records)

WE should respond to your request within 30 days of receipt but if the request is complex and more time is required we will inform you in writing.

**Rectification of your information** – If it is established that information we hold about you is incorrect, you have the right to request that we correct this information.

**Erasure of your information** – In cases where the information we hold about you is no longer required in relation to the purpose for which it was collected and where there are no lawful grounds for holding your information, you can request an erasure of information.

**The Right to Restrict processing** – You can restrict us from using your information if you believe the data is inaccurate or if there are no lawful grounds for using the information but you do not want us to delete the information. In addition you can prevent us from deleting information we no longer use or need if you require it for a legal claim or defence. Following investigation, if it is determined that the right to restrict processing should not apply the Council will inform you of reasons for this before the restriction is lifted.

#### **Right to Data Portability**

You have the right to request that information we hold about you be transferred to another public authority or other controller. Your data portability request will have to be made in writing, we will assess your request in accordance with the provisions of the GDPR to ascertain if your request is covered under the law. Our response will contain our decision regarding the viability of your request and asking you to choose between the following:

- If you want the information handed to you.
- If you would like the information transferred directly to the public authority or other controller.

#### **Right to Object –**

If you object to the Council using your information in the ways detailed above we will cease to process your information unless we can show there are legitimate reasons which override your interests

Whether or not you have legitimate grounds to object to processing of your information, the Council will respond to your request within one month stating that your request has been upheld or the reasons for not upholding your request if that is the case.

Walsall Metropolitan Borough Council's Data Protection Officer (DPO) is Paul Withers. If you have any questions about your rights under the GDPR, how the Council uses your information,



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or you wish to make a complaint about how we have processed or utilised your data, Paul will be able to help. How to contact our DPO:

**Contact Address:**

**Office of the DPO**  
**Resources & Transformation**  
**Civic Centre 3rd Floor (HR Suite)**  
Walsall Council  
Darwall Street  
Walsall  
WS1 1TP

**Email Address:**

[Informationmanagement@walsall.gov.uk](mailto:Informationmanagement@walsall.gov.uk)

**Contact Telephone Number:**

01922 650970

Should you be dissatisfied with the response you receive, you can contact the Information Commissioner's Office (ICO) with the details given below:

**ICO**

**Address:**

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

**Email Address:**

Use the online form via this link <https://ico.org.uk/global/contact-us/email/>

**Telephone Numbers:**

Calling from within the UK 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate.

Calling from outside the UK +44 1625 545 745.



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