

Privacy Policy

Cinque Ports Rowing CIC is a Community Interest Company registered in England No. 12391016. This privacy policy explains how we use and protect any personal information that you give us.

Cinque Ports Rowing CIC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified you can be assured that it will only be used in accordance with this privacy statement.

Please read the following carefully to understand how we will treat your personal data. This policy may change and you should check this page from time to time to ensure you are happy with the changes.

We may notify you of changes to this policy by email.

What we collect

We may collect the following personal information when you voluntarily complete requests for services, for example Membership applications, therapy assessments, on the website, on social media, or in person, for example on the phone or in the Centre. Personal data might include:

- name and address
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to projects we undertake
- sensitive data, such as bank details and medical history, required for the collection of donations and responding to needs of participants on our programmes

In addition, we may collect information you provide to us about other individuals, such as information related to emergency contacts.

What we do with the information we gather

We process this information for our legitimate interests in order to understand your needs and provide you with services, and to meet contractual obligations. In particular for the following reasons:

- To keep you informed about services and activities offered to members of the community
- To engage third parties, such as tutors, where we have retained them to provide services
- To let you know about changes to activities and programmes, for example when weather or other unplanned events force us to close at short notice
- To improve our customer service and to make our services more valuable to you
- To send you details of reports, promotions, offers, networking and events and general information which we think might be of interest to you
- To answer your questions and enquiries
- To inform third parties, regulatory or law enforcement agencies if we believe in good faith that we are required by law to disclose it in connection with the detection of crime, the collection of taxes or duties, in order to comply with any applicable law or order of a court of competent jurisdiction, or in connection with legal proceedings
- To carry out our obligations arising from any contracts entered into between you and us

We will use email as the default communication method where available as it is most cost-effective, but we will use phone and SMS where it is most appropriate (e.g. for appointment changes/confirmations). If you prefer to receive communications by other means, please advise us.

Where we process your personal information for our legitimate interests we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws.

We seek confirmation from third parties that they are compliant with the GDPR 2018 and can be trusted to act responsibly when personal data is passed to them.

Your specific consent is sought for the processing of any sensitive data around health conditions, disabilities etc.

Where we send marketing communications to you via email, you may opt out of receiving any further marketing communications by clicking the 'unsubscribe' or 'opt-out' function in the email.

We will not share your information for marketing purposes with any third parties.

How long will you hold my information for?

We will retain your personal data only for as long as is necessary. Typically, this is for no more than 2 years without any activity or contact, although different laws require us to keep different data for different periods of time.

How will you protect my information?

Our GDPR Policy details the steps we take to ensure that your data is stored and processed securely. We will use strict operational procedures and adequate, technical and organisational security measures to prevent any unauthorised access, change, deletion or transmission of this personal information.

Website – how we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets us know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

Controlling your personal information

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

you may let us know your preferences at any time by unsubscribing directly or by emailing us at hello@cinqueportsrowing.org

You may request details of personal information which we hold about you or ask that we delete any. If you would like a copy of the information held on you please write or email us at:

Cinque Ports Rowing CIC

12 Stone Street

Faversham

ME13 8PU

Email: hello@cinqueportsrowing.org

The first copy will be free of charge, but we may charge a reasonable fee for additional copies.

Complaints or queries

If you believe that any information we are holding on you is incorrect or incomplete, or if you wish to object to the processing of your personal data, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect and take steps to stop any processing that is not required to meet legal obligations.

If you wish to complain about this privacy notice or any of the procedures set out in it please contact the CIC Directors at the address shown above.

You also have the right to raise concerns with the Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

Reviewed: March 2022