



## **BOSP**

### **Privacy Notice for Service Users**

We are committed to respecting your privacy. This notice is to explain how we may use personal data we collect before, during and after your relationship/registration with us. This notice applies to you if you have registered to become or are a BOSP family. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of the personal data you supply to us.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we are not required to do so, but our Data Protection Lead has overall responsibility for data protection compliance in our organisation. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

#### **1. PERSONAL DATA WE MAY COLLECT FROM YOU**

Depending on the type of services for which you register with us, you may initially provide us with or we may obtain **personal data** about you, such as information regarding your:

- personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers;
- date of birth;
- gender;
- registration start and end date;
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- any payment details you provide so that we can receive payments from you or make payments to you, and details of the financial transactions with you;
- passwords, personal identification numbers, IP addresses, user names and other IT system identifying information;
- records of your attendance at any sessions/events hosted by us;
- images in video and/or photographic form and voice recordings;
- your marketing preferences so that we know whether and how we should contact you;
- details of next of kin, family members, main carers and emergency contacts;
- monitoring records and assessment of personal development;
- any complaints and grievance information;
- educational details

#### **2. SPECIAL CATEGORIES OF PERSONAL DATA**

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

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

We may not collect all of the above types of special category personal data 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;



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- 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
- based on your explicit consent.

In the table below we refer to these as the “special category reasons for processing of your personal data”.

### 3. WHERE WE COLLECT YOUR INFORMATION

We collect personal data about our service users when you apply to register with BOSP to access services we offer, when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way. We also may collect personal data about you from any third-party agents i.e. social services, that you provide as part of the application process for registration.

If you are providing us with details of referees, next of kin, family members, main carers and emergency contacts they have a right to know and to be aware of how what personal data we hold about them, how we collect it and how we use and may share that information. 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 data**” section below.

### 4. USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal data, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal data used	Lawful basis
<b>To administer your registration with us and manage our relationship with you, including dealing with payments and any support, or service enquiries made by you for yourself or for your child/young person</b>	All contact and registration details, transaction and payment information, records of your interactions with us, and marketing preference	This is necessary to enable us to properly manage and administer your registration contract with us
<b>To arrange and manage any contracts for the provision of any services for yourself or for your child/young person</b>	Contact details, transaction and payment information  Records of your interactions with us	This is necessary to enable us to properly administer and perform any contract for the provision of any services you have purchased from us
<b>To send you information about your registration, including details about services and events</b>	Contact and registration details	This is necessary to enable us to properly manage and administer your registration contract with us
<b>To send you other marketing information we think you might</b>	Contact details and marketing preferences	Where you have given us your explicit consent to do so



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find useful or which you have requested from us, including our newsletters, information about registration, events, and services		
<b>To answer your queries or complaints</b>	Contact details and records of your interactions with us	We have a legitimate interest to provide complaint handling services to you in case there are any issues with our service.
<b>Retention of records</b>	All the personal data we collect.	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage your registration and run our charity and in some cases we may have legal or regulatory obligations to retain records.  We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
<b>The security of our IT systems</b>	Your usage of our IT systems and online portals	We have a legitimate interest to ensure that our IT systems are secure.
<b>To conduct data analytics studies to better understand session and event attendance</b>	Records of your attendance at any sessions or events hosted by us	We have a legitimate interest in doing so to ensure that our registration is targeted and relevant.
<b>For the purposes of promoting the charity</b>	Images in video and/or photographic form	Where you have given us your explicit consent to do so.
<b>To comply with health and safety requirements</b>	Records of attendance, CCTV footage and other information obtained through electronic means such as swipecard and key fob records, medical information about your health	We have a legal obligation and a legitimate interest to provide you and other members of our organisation with a safe environment  We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above
<b>To administer yours or your child/young person’s attendance at any sessions you book on to</b>	All contact and registration details, transaction and payment data	This is necessary to enable us to register you on to and properly manage and administer your attendance on the course and/or programme.



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<p><b>To arrange for any trip or transportation to and from an event</b></p>	<p>Identification documents details of next of kin, family members and emergency contacts, transaction and payment information, health and medical information.</p>	<p>This is necessary to enable us to make the necessary arrangements for the trip and/or transportation to an event.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above</p>
<p><b>To use information about your or your child/young person’s physical or mental health (including any injuries) or disability status, to ensure your or your child/young person’s health and safety and to assess your or your child/young person’s fitness to participate in any events or activities we host and to provide appropriate adjustments to our facilities</b></p>	<p>Health and medical information</p>	<p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above</p>
<p><b>To gather evidence for possible grievance or disciplinary hearings</b></p>	<p>All the personal data we collect</p>	<p>We have a legitimate interest in doing so to provide a safe and fair environment for all service users and to ensure the effective management of any disciplinary hearings, appeals and adjudications</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above</p>
<p><b>For the purposes of equal opportunities monitoring</b></p>	<p>Name, title, date of birth gender, information about your race or ethnicity and health and medical information</p>	<p>We have a legitimate interest to promote an environment that is inclusive, fair and accessible</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above</p>

For some of your personal data you will have a legal, contractual or other requirement or obligation for you to provide us with your personal data. If you do not provide us with the requested personal data we may not be able to admit you as a service user or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your registration. For other personal data you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.



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Where you have given us your consent to use your personal data 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 data 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**

We may contact you by email, post or SMS with information about events, products and services we believe you may be interested in. We will only send marketing messages via email and SMS in accordance with the marketing preferences you set. We may, however, send you information in the post under the legal basis of legitimate interest. You can let us know at any time that you do not wish to receive marketing by emailing us at [privacy@bosp.co.uk](mailto:privacy@bosp.co.uk).

#### **6. DISCLOSURE OF YOUR PERSONAL DATA**

Sharing personal data with the following parties:

- **Any party approved by you;**
- **Other service providers:** for example CCTV (if you attend a BOSP session/event) and IT services (including CRM, website, video- and teleconference services);
- **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 data to anyone else except as set out above. We will never share, sell, swap or rent your data to third parties for marketing purposes.

#### **7. WHERE WE STORE YOUR PERSONAL DATA**

The personal data we collect from you as a service user is kept either in a locked and secure cabinet, drawer or locker, or in an electronic format on an encrypted computer or portable device. The personal data we collect is not transferred to and stored in countries outside of the UK and the European Union. We have security procedures, rules and technical measures in place to protect your personal data. Your personal data will be kept in a secure environment with access restricted on a need to know basis. We will take all reasonable steps to ensure that your personal data is only used in accordance with this privacy notice and applicable data protection laws and is respected and kept secure.

#### **8. HOW LONG WE KEEP YOUR PERSONAL DATA**

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





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requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 6 years after your last contact with us or the end of your registration with us. Exceptions to this rule are:

- Details regarding unsuccessful registration applicants where we hold records for a period of not more than 12 months;
- Information that may be relevant to personal injury 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 the event.

It is important to ensure that the personal data 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. To update the personal data we hold about you, you can contact us by using the details set out in the "**Contacting us**" section below.

### 9. YOUR RIGHTS IN RELATION TO PERSONAL DATA

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

- the right to be informed about how your personal data is being used;
- the right to access the personal data we hold about you;
- the right to request the correction of inaccurate personal data we hold about you;
- the right to request the erasure of your personal data in certain limited circumstances;
- the right to restrict processing of your personal data where certain requirements are met;
- the right to object to the processing of your personal data;
- the right to request that we transfer elements of your data either to you or another service provider; and
- the right to object to certain automated decision-making processes using your personal data.

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 data recorded and stored by us. 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 notice sets out a general summary of your legal rights in respect of personal data, 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 data, you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.



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#### **10. SUBJECT ACCESS RIGHTS**

You have the right to access the personal data that we hold about you. Should you wish to receive details of what we hold about you, please contact us using the details set out in the "**Contacting us**" section below. We agree to provide this information to you free of charge, within one month. For manifestly unfounded or excessively repetitive requests, BOSP may refuse these additional requests or charge for this service.

#### **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 data.

#### **12. CONTACTING US**

In the event of any query or complaint in connection with the information we hold about you, please email [privacy@bosp.co.uk](mailto:privacy@bosp.co.uk) or write to us at The Data Protection Lead, BOSP, 117 High Street, Billericay, Essex CM12 9AH.