

## Privacy Notice

This Privacy Notice provides essential information about how RGU SPORT, part of Robert Gordon University, handles your personal information. This notice will be reviewed regularly and updated if necessary.

We collect identifiable information about you in order to create and maintain adequate records in relation to the various interactions you may have with RGU SPORT. We may collect and process the following data about you:

- Certain personal information such as;  
Name  
Address  
Date of Birth  
Phone number  
Email Address  
Gender  
Date of Birth  
Health information related to PAR-Q  
Bank account information (Sort Code and Account Number)
- Information provided when you use our online facilities, including, but not limited to the online booking system and online membership system including but not limited to; username and/or password and bank account details.
- Information provided at the time of registering for membership with RGU SPORT.
- Information about your booking and/or use of the RGU SPORT facilities.
- If you contact us we may keep a record of that correspondence.

### How we use personal information

RGU SPORT uses your personal data for a variety of reasons. These include:

- Responding to enquiries
- Managing all aspects of your RGU SPORT membership
- Financial reasons, i.e. processing payments
- Sending you information about upcoming events, activities and new timetables from time to time.
- Statistical analysis for business reporting
- Special category information relating to your health and/or disability

### Marketing

RGU SPORT may wish to send you marketing information, regarding related services, special offers etc. You have the opportunity to unsubscribe to marketing distributions at any time by writing to: [rgusportenquiries@rgu.ac.uk](mailto:rgusportenquiries@rgu.ac.uk)

### Where we store and process personal information

Electronic personal data is held on the University's secure servers. Hard copy data will be stored securely to prevent unauthorised disclosure.

### How we secure personal information

The University has robust Information Security policies in place to protect all the data it holds, including your personal data. You can read more about these policies and technical standards on the University website;

[www.rgu.ac.uk/about/governance/information-governance/data-protection](http://www.rgu.ac.uk/about/governance/information-governance/data-protection)



The University's data protection policies and procedures make clear that all staff have a responsibility to ensure that they handle personal data appropriately and that suitable organisational security measures are in place. We store this information securely, in accordance with applicable data protection legislation. Your information will not be used/shared for marketing purposes.

### **Who we share your data with**

The University does not share your personal data with third parties apart from XN Leisure, who provide the Leisure Management System software.

### **How long we keep personal information**

RGU SPORT will retain your personal data for up to 7 years after your membership has expired.

### **Changes to this privacy policy**

We reserve the right to update, modify and/or change this Privacy Policy and the university privacy policy at any time. Any such changes will be posted on our website, on our online booking and membership sites and at RGU SPORT reception.

If you continue to use an RGU SPORT service after we have changed these privacy policies, you hereby consent to be bound to any such changes.

### **Your Rights**

You have a right to request a copy of the information the University holds about you; this is known as a 'Subject Access Request' (SAR). If you wish to exercise any of these rights, please contact: [dp@rgu.ac.uk](mailto:dp@rgu.ac.uk)

### **Complaints**

We seek to resolve directly all complaints about how we handle personal information, please contact [dp@rgu.ac.uk](mailto:dp@rgu.ac.uk) in the first instance. You have the right to lodge a complaint with the Information Commissioner's Office, more information can be found at; <https://ico.org.uk/concerns/>