

Privacy Notice - Public Leisure Centres User Survey

Sport England is undertaking research to understand participant's experiences of using public leisure centres and their activity habits. The findings from this research will be used to identify opportunities to improve services and facilities.

This privacy statement explains how and who collects, uses, and looks after your personal data.

Sport England, Leisure Net and 4Global.

We are contacting you on behalf of Sport England. Sport England is the data controller of the personal data submitted by you.

Sport England has contracted, Leisure-Net Solutions Ltd ("Leisure Net"), to be the evaluator of this project. They are a data processor of your personal data. Leisure Net will assess your answers and present anonymised reporting back to Sport England. Leisure Net will also rely on 4Global, a sub processor to power the survey platform.

What personal data will Sport England and Leisure Net collect and how will they use it:

We have not provided Sport England or Leisure Net with your contact details.

Initial survey

However, the questions in the survey do require you to provide Leisure Net with personal data so that they can learn more about the participation levels of our leisure centre. The categories of personal data collected will be:

- Age;
- Gender;
- Postal code;
- Ethnicity; (special category data)
- Employment status; and
- Health data (via activity level) (possible special category data)

Follow-up surveys

At the end of the survey, there will be the option of providing Leisure Net with your mobile number. The purpose of requesting your number is so that Leisure Net can contact you via text message on a monthly basis (for up to six months) to enquire about your activity levels and usage of our leisure centre. Please note there will only be a few short questions and you can unsubscribe to the text messages at any time.

You do not have to provide your mobile phone number in order to participate in this survey.

What is the lawful basis for collecting your personal data?

The lawful basis for Sport England conducting this survey is its public task.

The lawful basis for collecting any special category data is your explicit consent to do so. Special category data is personal data that needs more protection because it is sensitive.

The lawful basis for Leisure Net collecting

- your personal data in this initial survey is its contract with Sport England.
- your mobile number for follow-up surveys is your explicit consent to do so.

Who Leisure Net will share it with?

Sport England will receive anonymised reporting at the completion of this project.

How we look after your personal data

Sport England, Leisure Net, and 4Global hold data in servers located in the UK.

Your data will not be transferred to any third country outside of the EEA.

How long we keep personal data

Leisure Net and 4Global will delete your contact details and your answers to this survey within 60 days of this project being completed.

Your rights to your data

In relation to the personal data Leisure Net hold as a result of these surveys you have a number of rights which you can exercise by contacting Leisure Net's DPO at (alisonrivers@leisure-net.org). Your rights are as outlined below:

- Access your personal data by making a subject access request.
- Ask Leisure Net to rectify any mistakes in your personal data and in some circumstances have it erased.
- Withdraw your consent to Leisure Net using your personal data at any time.
- Lodge a complaint about handling of your personal data with Sport England or Leisure Net by contacting us here or the Information Commissioner's Office:

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

www.ico.org.uk