

General Data Protection Regulation (GDPR) Policy for Hereford Rowing Club Ltd (HRC)

Hereford Rowing Club Ltd takes its customers, suppliers & employees Privacy very seriously. HRC only collects, stores and uses data that they are justified in using and is in the customers interest. Staff as the handlers of this data are trained in how to safely handle it. Their training is refreshed annually or sooner if it is deemed necessary.

The following policy explains what data we collect, how we use the data, how the data is stored & processed and where the data is sent.

How we collect and store the data

The data we collect is solely for use by Hereford Rowing Club and Hereford Rowing Club Ltd and will not be passed on or sold to any Third party except for those mentioned below, on these occasions this is purely due to legal obligation e.g. for employee tax purposes or to ensure the smooth running of an event or camping trip through cloud-based bookings and calendar software.

Data that is taken in Paper Form is Transferred to Digital form asap and once the paper format is no longer required it is securely shredded and disposed of. Digital copies of information are erased as soon as they are no longer required. All digital information is either stored on a secure cloud-based server or on password protected laptops which are stored in a limited access locked office.

Customer data that is taken online via a third party such as pitchup.com is stored on the cloud by these reputable companies, the data is then stored physically in a diary, which is stored in a locked limited access office.

Once the event or holiday has passed for an appropriate length of time then HRC shall delete their data from our records. The appropriate length of time after the event could vary depending on circumstances such as paying final balances, collecting property etc.

Customers have the right to request details of the information we have stored on them and we aim to provide this information within 72 hours.

Customers have the right to be forgotten and we aim to have their information deleted from our records within 72 hours.

Employee information is taken at the start of employment and when any changes occur, this is purely for taxation/pension purposes as required by law and for employee safety e.g. emergency contact details. All information is stored on a password protected PC which is kept in a secure limited access location. The HMRC and Nest organisations are trusted and have more than satisfactory Privacy Policies. Within 3 months of their employment ending the details will be deleted and disposed of securely.

Personal information is recorded in the form of CCTV footage. This is as requested by the police and council, as well as being used for security purposes and for staff & customer safety. This information is kept for 30 days before it is deleted. It is stored on the password protected CCTV system. Signage around the building clearly informs people that images are being recorded, there is also a monitor in clear view in the bar to ensure the customers are aware of the information being recorded.

Although we do take card payments we never store customer card details, payments that are made online are made through a third-party payment system, if a customer makes a payment over the phone their card details are inputted directly into the virtual terminal, so they are never stored, otherwise card payments are made in person so again no information is stored. Hereford rowing club Ltd is PCI compliant.

The authorities and customers will be informed within 72 hours of a data security breach

How we use the information

The data that we hold is used to help us gain contact with the customer after the initial booking has been placed, this is crucial for HRC

Third Party Processors

We have reviewed the following third parties and we are more than satisfied with their commitment to privacy. Copies of their privacy policies have been printed out and filed for reference. These include:

HMRC – We send & they store employee details for taxation purposes

NEST – We send & they store employee details for pension purposes

PayPal – Our customers send their information directly to PayPal whilst using them as an intermediary for payments for our services.

Stripe – Our customers send their information directly to Stripe whilst using them as an intermediary for payments for our services.

Square – Payment processing portal with virtual terminal

Pitchup – Our customers send their information directly to Pitchup whilst using them as an intermediary to book our services. Pitchup then send us the required information.

Barclays – Card payments made via Card are processed with Barclays and Hereford Rowing Club is always PCI compliant.

Sage – Our accounting information is stored & forwarded to HMRC via this software

Google – Online cloud storage of data

Drop Box – Online clouds storage of data

Signed: Paul Davies

Dated: 20th May 2019

Reviewed: 4th September 2020

Review Date:19th May 2021