

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

Hereford Rowing Club takes its members and customers Privacy very seriously, it is included in committee members and coach's inductions as well as staff training to ensure all staff are aware of what is required of them.

The following policy explains the 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 information

The data we collect is solely for use by Hereford Rowing Club and will not be passed on or sold to any Third party except for those mentioned below, on these occasions this is only for race entry purposes & publicity purposes. Members are giving an option to opt in to the ways their data is stored and used.

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, we aim to do this within 1 month of a member's membership lapsing. 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.

Members & customers have the right to request details of the information we have stored on them and we aim to provide this information within 3 working days.

Members & customers have the right to be forgotten and we aim to have their information deleted from our records within 3 working days.

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 PDQ terminal or 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, members 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 member to keep them up to date with HRC events and news through out the year. Towards the end of the year the staff use the data to process membership renewals. The entries officer uses the data to process regatta entries.

Contact details and medical information can be accessed by coaches, this is stored on the cloud to allow ease of access in emergency's away from the HRC club house

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:

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

British Rowing – Only minimal data is transferred to British rowing as most of the data they hold on the members is transferred directly from the member. All data is transferred securely via the internet

Square – Cloud based Payment processing with virtual terminal

UK based rowing clubs – we transfer minimal personal data when processing race entries. All data is transferred securely via the internet

Signed: Paul Davies

Dated: 20/05/19

Reviewed: 04/09/2020

Review Date :19/05/21