

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

Hereford Rowing Club Ltd takes its customers, suppliers & employees Privacy very seriously it is included in staff training to ensure all staff are aware of what is required of them.

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 information

The information 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 software.

Customer information that is taken face to face or over the phone is firstly taken in Pen & Paper format before being transferred to digital format on a PC. Computers are secured, and paper and memory stick backups are kept locked away. When taking the information, the customer will be made aware of how we store and use the information.

Customer information that is taken online via a third party is stored on cloud by these reputable companies.

Once the event or holiday has passed for an appropriate length of time and if the customer has not requested for us to keep the information then we shall delete their details from our records.

The appropriate length of time after the event could vary depending on circumstances such as paying final balances, collecting property etc.

A customer has the option to request details of the information we have stored on them and we aim to provide this information within 2 working days.

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. next of kin 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 a practical time 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 a Hard drive in a safe and on the password protected CCTV system.

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 card machine 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

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.

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

How we use the information

The information helps us to respond to customer enquiries, understand their needs and provide a better service as well as give us information necessary for the day to day running of the business where contact with the customer & employee is crucial.

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.

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

Bedbooking – We use their cloud based service as a platform to consolidate our bookings into a manageable format, the information will include customers contact details.

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