

## PRIVACY NOTICE (PRIVACY POLICY)

This is our Privacy Notice. In it you can find all of the information you need about how we use your personal data.

### WHO WE ARE

Newcastle Climbing Centre Limited (NCC), registered at Units 19 & 20 Stanley, Law Way, Tanfield Lea Industrial Estate, Stanley, Co Durham, DH9 9XB companies house No:05948240

### COLLECTION OF INFORMATION

Newcastle Climbing Centre has adopted a policy of compliance with the data protection laws of the United Kingdom and takes reasonable care to prevent any unauthorised access to your personal data.

### WHAT DATA WE COLLECT

We may collect and process the following data about you summarised by category:

**Contact and identification details** - When you join NCC we record your date of birth. We will also take your photograph when you join and hold information about your general health. We store your username and password if you register online with us. If you give us evidence in support of your membership application, we will keep it on file.

We may capture your image on CCTV when you visit NCC.

We keep a record of when you swipe into Newcastle Climbing Centre using your membership card. We also hold information about your circumstances and ability.

We keep a record of any health or medical issues that could affect your ability to climb as well as an emergency contact number if you choose to share them with us.

**Details about your child** - If your child attends a supervised activity we keep a record of their attendance, emergency contact details and essential health information. This is to ensure the safety of you and your child and to comply with our obligations under health and safety law. If you are not happy for us to have this information you do not have to agree, and you can change your mind at any time, but this may mean that you or your child is unable to take part in a supervised activity.

**Correspondence and incidents** - If you contact us we may keep a record of that correspondence and any comments and responses you submit via emails & enquires. If you or your child is involved in an incident or accident at NCC, we will record details of the event.

### HOW WE USE THIS INFORMATION

**Legal basis for processing** - If you are not a member, we use the information that you provide or that we collect in line with this Privacy Policy and our Website Terms of Use on the basis of our legitimate business interests unless otherwise stated. In addition, if you are a member, we use the information that you provide or that we collect in line with our Terms and Conditions of Membership and on the basis of our contract with you.

**Contact and identification details** - We use your contact details to respond to your enquiry or manage your booking and to let you know about our products and services which may be of interest (if you have agreed to receive this information from us electronically).

In addition, when you become a member, we use your contact details to manage your membership account and to administer our services in accordance with our terms and conditions and to contact you about changes to facilities, fees and membership terms.

Your information will never be passed over to any third parties, unless required to do so by law. Newcastle Climbing Centre or Rockworks will never use your contact details to send you marketing information without prior permission from you. By entering information on forms or providing us with any personal information you are consenting to us processing that data for our own business use and holding it on our server.

**Security, Integrity and confidentiality** - Newcastle Climbing Centre and Rockworks have always had the appropriate security measures in place to safeguard your personal data, this includes industry standard security hardware and software. In order to comply with our obligations under Data Protection law, we will protect your personal data from unauthorised access, misuse, alteration or loss by using commercially reasonable security measures. Any payment transactions will be encrypted using SSL technology. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of any data transmitted to our site; any transmission will be at your own risk.

We are not responsible or liable to you for any loss or damage you may suffer or incur in connection with your use of our online services which is caused by any event beyond our reasonable control including the electronic transmission of information, content, material and data over the internet and the interception and decryption of it by others. Where we have given you a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### YOUR RIGHTS

You have the right to make a request for a copy of the personal data that we keep about you or to correct the details that we hold about you. We will respond within one month. If you would like to know what personal information we hold about you, or would like us to correct the details we hold about you, you should write to us or contact us by phone. You will be asked to provide us with proof of identity before we can release the personal information you have asked to see or have corrected. We do not have to respond to your request until you have given us the information we need. We will contact you within one month of your request or, where we have asked for further information to identify you, within one month of receiving such information. If you are unhappy about how your personal data is being processed you should raise your concern with us first - see "Contacting Us" below. If you are not happy with the way that we deal with your concerns you can contact the Information Commissioner's Office (ICO) at [ico.org.uk](http://ico.org.uk).

### CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy at any time. Any such changes will be posted on our website. If you continue to use our services after we have changed this Privacy Policy, the updated version will apply.

### CONTACTING US

All questions and requests regarding this policy should be addressed to [enquiries@newcastleclimbingcentre.co.uk](mailto:enquiries@newcastleclimbingcentre.co.uk) Or General Manager, Newcastle Climbing Centre, St Marks Church, Byker, Newcastle Upon Tyne, NE6 2UQ.