

## About this privacy notice

This privacy notice describes how Sport, Exercise and Health ('S.E.H' referred to as 'our', 'we' or 'us') collects and uses your personal data when in relation to the sporting facilities (the "Facilities") available at the University of Bristol.

- **Personal data** - is information about you from which you can be identified (either directly or indirectly).
- **Processing** - refers to any activity relating to your personal data including collection, use, alteration, storage, disclosure and destruction.

This notice applies to all users, including current students and staff, and members of the public.

It is important that you read this notice, together with any other privacy information or notices we may provide on specific occasions when we are collecting or processing personal data about you.

## Information we collect and process

During the course of business we may collect your personal data in a number of ways, including:

- When receiving enquiries and feedback
- During registration as a public user to become a member or access Pay-As-You-Go activities (including classes, swimming, Mission Inflatable sessions, the gym, sports hall activities - Badminton, Netball, 5-a-side, Volleyball, Basketball, Table Tennis, tennis courts at Coombe Dingle, 3G hire and cricket nets)
- When registering for courses and classes offered by our [Swim School](#), [Tennis Programmes](#) and [Hockey Talent Academy](#)
- Through internal staff and student information systems
- When accessing our Sports Medicine Clinic

The types of information that we will collect are:

- Contact details - such as your name, address, telephone number, DOB, emergency contact details
- Student and staff record – level of study, year of study, programme,
- Payment information
- Information about your health – Patient information for [Sports Medicine Clinic](#); Referrals from student Wellbeing, Residential Life Counselling service and

Mental Health Advisory Service as part of [Healthy Minds Programme](#); Health screening data from [Community exercise programme](#).

- Special category data including ethnicity, religion and disability for anonymous reporting

## How Sport, Exercise and Health uses personal data about you

We use your personal data to enable us to assess and provide you with requested services and access to facilities.

We also use your personal data to communicate with you, including to provide you with information and updates relating to our services. You may opt out of these communications at any time.

## Using your information, and the legal basis for this

We will only use your personal data when we are permitted to do so by law. Most commonly, we will use your personal data:

- **to comply with the University's legal obligations** (for instance, health and safety and safeguarding laws, assisting the police and other authorities with their investigations).
- **where necessary for our legitimate interests** or those of a third party provided your interests and rights do not override those interests (for example, promoting equality and diversity, providing administrative and management services and recovering monies owed to us).
- **to perform a contract** the University has entered into with you or take steps before entering into a contract with you at your request
- **to protect your vital interests** or those of another person (for example where we know or have reason to believe that you or another person may suffer harm)

## Sharing your information

We may share your information with third parties as follows:

- We will share your personal data with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.
- If ever in the future, we are considering restructuring University of Bristol, we may share your information with the other parties involved and with the relevant

professional advisors. This is for our legitimate interest in ensuring the continuation of the business.

- If we have a legal obligation to do so or for the purposes of fraud protection and credit risk reduction.
- We may need to share information about you to make safeguarding referrals, or onward health referrals as part of continuing care. This is a legal obligation, but where it is not, it would be a legitimate interest of UoB to comply with best practice.
- We may share your personal data with third party service providers who act on our behalf such as our professional advisers and IT services providers.
- We may share your personal data with Bristol Students' Union in relation to student sports clubs' membership and engagement data in physical activity and sport.

## Overseas transfers

Any personal data that you submit to us will be held on secure cloud-based servers within the UK.

## How long will we use your personal data for?

The University retains personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal, regulatory, accounting, or reporting obligations.

Retention periods are determined based on:

- The nature, sensitivity, and volume of the personal data
- The potential risk of harm associated with continued retention
- The specific purposes for which the data was collected and processed
- Legal, regulatory, or institutional requirements

Data will be retained in line with the University's [Records Retention Schedule](#) and in accordance with its [Information Security policies](#).

Clinical data will be held for 6 six years in addition to the year of creation/collection before secure disposal. Feedback and enquiries will be anonymised at the end of each academic year before being destroyed after 5 years.

All data from the leisure management system will be securely disposed of following departure, graduation or non-engagement after 16 months.

Health and safety incident reporting will be kept for up to six years from date of the incident and 25 years from date of birth if concerning a minor.

## Changes to This Privacy Notice

This Privacy Notice may be updated periodically. Any significant changes affecting your rights or the way your personal data is processed will be communicated appropriately. You are encouraged to review this notice regularly to remain informed about how your data is handled.

## Processing in line with your rights

Data protection legislation gives you a number of rights in your information. Your rights are as follows:

- **Correction:** if information the University of Bristol holds about you is incorrect you can ask us to correct it.
- **Access:** you can also ask what information we hold about you and be provided with a copy of it. This is commonly known as making a subject access request. We will also give you extra information, such as why we use this information about you, where it came from and what types of people we have sent it to.
- **Deletion:** you can ask us to delete the information that we hold about you in certain circumstances. For example, where we no longer need the information.
- **Portability:** you can request the transfer of your information to you or to a third party in a format that can be read by computer. This applies where (a) the information has been provided by you; (b) the basis that we are relying on to process your personal data is consent or contract (please see "Our purposes and lawful bases in more detail" above); and (c) the information is being processed by us on computer.
- **Object:** you may object to us using your personal data where:
  - we are using it for direct marketing purposes
  - the lawful basis on which we are relying is either legitimate interests or public interest task. Please see the section "Our lawful bases for using your personal data" above
  - if we ever use your information for scientific or historical research purposes or statistical purposes
  - **Restriction:** you can request that we restrict how we use your personal data.

Our Data Protection Officer can provide you with more information about your data protection rights. To exercise any of your rights you can submit your request in writing to the Data Protection Officer at [data-protection@bristol.ac.uk](mailto:data-protection@bristol.ac.uk).

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights).

If you ask us to restrict our use of your personal data or delete it, we will not be able to provide you with our products or services.

You have a right to lodge a complaint with the [Information Commissioner's Office](#). If you do have any concerns about how we have handled your personal data, we would kindly ask that you contact us in the first instance before you speak to the ICO so that we have an opportunity to put things right.