

**Rubicon Leisure (RL) is a Local Authority Trading Company. Redditch Leisure Facilities are operated by Rubicon Leisure on behalf of the Local Authority.**

Rubicon Leisure collects personal information about you in order to provide Leisure Services.

**The legal bases for processing your data:**

**Abbey Stadium** – The fulfilment of a contract, or to take steps to enter into a contract; by signing up to become a member of the Abbey Stadium, hire Abbey Stadium facilities or take part in activities, you are entering into a contract, and we require the personal data requested to fulfil this contract. Where the data relates to a child, in the UK there is no definite age at which a child is considered to have the legal capacity to enter into a contract therefore this should be completed by the adult as appropriate guardian on behalf of the child. Where the person is 18 or over but does not have the capacity to enter into a contract, this should also be completed by the adult or appropriate guardian. We collect personal information about you when you use or join the Gym, Exercise Classes or Swim Programme, enquire about the Gym, Exercise Classes or Swim Programme or facilities such as room or function hire. If you require First Aid whilst at the centre, those in control of the premises have a duty to record the incident and report some accidents and incidents under the Reporting of Injuries, Diseases and Dangerous [Occurrences Regulations 1995 \(RIDDOR\)](#)

**Pitcheroak Golf course** – The fulfilment of a contract, or to take steps to enter into a contract; by signing up to become a member of Pitcheroak Golf Course, hire Pitcheroak Golf Course facilities or take part in activities, you are entering into a contract, and we require the personal data requested to fulfil this contract. Where the data relates to a child, in the UK there is no definite age at which a child is considered to have the legal capacity to enter into a contract therefore this should be completed by the adult as appropriate guardian on behalf of the child. Where the person is 18 or over but does not have the capacity to enter into a contract, this should also be completed by the adult or appropriate guardian. We collect personal information about you when you use the Golf Course on a pay-as-you-play basis, join the Golf Course, join Kingfisher Golf Club or enquire about the Golf Course and facilities such as room or function hire. If you require First Aid whilst at the centre, those in control of the premises have a duty to record the incident and report some accidents and incidents under the Reporting of Injuries, Diseases and Dangerous [Occurrences Regulations 1995 \(RIDDOR\)](#)

**Arrow valley visitor centre** – The fulfilment of a contract, or to take steps to enter into a contract; by signing up to subscribe to our newsletter or

enquiring about hiring facilities or function spaces. If you require First Aid whilst at the centre, those in control of the premises have a duty to record the incident and report some accidents and incidents under the Reporting of Injuries, Diseases and Dangerous [Occurrences Regulations 1995 \(RIDDOR\)](#).

**Forge Mill** – The fulfilment of a contract, or to take steps to enter into a contract; by signing up to subscribe to our newsletter or enquiring about hiring facilities or function spaces, signing up to events, activities and workshops. We collect personal information about you as a visitor to the Museum when you hire a function space, book an activity, or course, or arrange a pre booked group booking or visit. When an artefact is donated, and the acquisition is completed we will also collect your information. The legal basis for processing your data is legal obligation. It is necessary to fulfil UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, and the Dealing in Cultural Objects (Offences) Act 2003. If you require First Aid whilst at the centre, those in control of the premises have a duty to record the incident and report some accidents and incidents under the Reporting of Injuries, Diseases and Dangerous [Occurrences Regulations 1995 \(RIDDOR\)](#).

**Palace Theatre** – The fulfilment of a contract, or to take steps to enter into a contract; by purchasing tickets, hiring function spaces, or signing up to subscribe to our newsletter. We collect personal information about you when creating an account online to book tickets or workshops. The legal basis for this processing is the fulfilment of a contractual obligation; by booking tickets or workshops you are entering into a contract, and we require the personal data requested to fulfil this transaction. If you require First Aid whilst at the centre, those in control of the premises have a duty to record the incident and report some accidents and incidents under the Reporting of Injuries, Diseases and Dangerous [Occurrences Regulations 1995 \(RIDDOR\)](#).

**Youth Theatre** – Fulfilment of a contract, or to take steps to enter into a contract. We collect personal information about your child in order to be a member of the Youth Theatre. The legal basis for this processing is the fulfilment of a contractual obligation; by signing up to the Youth Theatre you are entering into a contract, and we require the personal data requested to fulfil this contract. In the UK there is no definite age at which a child is considered to have the legal capacity to enter into a contract therefore this should be completed by the adult or appropriate guardian on behalf of the child. Where a member of the Youth Theatre is 18 but does not have the capacity to enter into a contract, this should also be completed by the adult or appropriate guardian.

**Community Centres** – Fulfilment of a contract or to take steps to enter into a contract. We collect personal information about you when hiring the facilities either on a one off basis or on a rolling basis.

**Processing of special category data:**

For special category data Rubicon Leisure require additional conditions for processing beyond those stated above.

**Abbey Stadium** – Health information is classed as ‘special category’ data and is processed in accordance with Article 9(2)(h), health & social care purposes.

**Pitcheroak** – Health information is classed as ‘special category’ data and is processed in accordance with Article 9(2)(h), health & social care purposes.

**Arrow Valley Visitor Centre** – Health information is classed as ‘special category’ data and is processed in accordance with Article 9(2)(h), health & social care purposes.

**Forge Mill** – Health information is classed as ‘special category’ data and is processed in accordance with Article 9(2)(h), health & social care purposes.

**Palace Theatre** – Health information is classed as ‘special category’ data and is processed in accordance with Article 9(2)(h), health & social care purposes.

**Youth Theatre** – Health information is classed as ‘special category’ data and is processed in accordance with Article 9(2)(h), health & social care purposes.

**We collect the following information from you:**

**Abbey Stadium**

- Name
- Address
- Date of Birth
- Contact details
- Address
- Emergency contact details
- Health declaration
- Payment details (where appropriate)
- Proof of any concession (this is not retained)
- In case of first aid, details of the injury/illness and what first aid was given

## **Pictheroak**

- Name
- Address
- Date of Birth
- Contact details
- Address
- Emergency contact details
- Health declaration
- Payment details (where appropriate)
- Proof of any concession (this is not retained)
- In case of first aid, details of the injury/illness and what first aid was given
- 

## **Arrow Valley Visitor Centre**

- Name
- Contact details
- Payment details (where appropriate)
- In case of first aid, details of the injury/illness and what first aid was given

## **Forge Mill**

- Name
- Contact details
- Emergency contact details
- Payment details (where appropriate)
- In case of first aid, details of the injury/illness and what first aid was given

## **Palace Theatre**

- Name
- Address
- Date of Birth
- Contact details
- Address
- Emergency contact details
- Health declaration
- Payment details (where appropriate)
- Proof of any concession (this is not retained)
- In case of first aid, details of the injury/illness and what first aid was given

## **Youth Theatre**

- **The data collected about your child is:**

- Name
- Address
- Date of Birth
- School / College information
- Emergency contact details
- Medical information
- Travel information
- In case of first aid, details of the injury/illness and what first aid was given

- **The data collected about the parent is:**

- Name
- Address
- Contact details
- Payment details (where appropriate)

### **Community Centres**

- Name
- Contact details
- Evidence of public liability insurance
- License details where applicable
- Payment details (where appropriate)

For all of the above you can opt to **consent** to us processing your personal information for other specified purposes. If you change your mind, you can tell us by contacting Information Management, Redditch Borough Council, Town Hall, Walter Stranz Square, Redditch B98 8AH

### **Abbey Stadium**

When you become a member of Abbey Stadium or take part in activities, access the gym, pool or Exercise Classes you consent to Rubicon Leisure processing your personal information for specified purposes such as:

- To send you communications in connection with your membership,
- To send you communications in connection with events you are interested in,
- Be added to a waiting list, in the case of swimming lessons or exercise classes,
- provide better services by assessing preferences, trends and interests from the data provided,
- to offer promotions and to understand our target audience for more focused marketing purposes.

Where you agree to be contacted, the data will be kept until it is either overwritten or until you no longer agree to be kept informed.

### **Forge Mill**

When you visit, you can consent to being on a mailing list so you can hear about upcoming events and receive a copy of the newsletter.

Where you agree to be contacted, the data will be kept until it is either overwritten or until you no longer agree to be kept informed.

### **Pitcheroak Golf Course**

When you become a member of Pitcheroak Golf Course or take part in pay-as-you-play activities, you consent to Rubicon Leisure processing your personal information for specified purposes such as:

- To send you communications in connection with your membership,
- To send you communications in connection with events you are interested in,

Where you agree to be contacted, the data will be kept until it is either overwritten or until you no longer agree to be kept informed.

### **Palace Theatre**

When you create an account or purchase tickets, you can opt to consent to us processing your personal information for other specified purposes such as.

- To send you communications in connection with your transaction and events you attend
- provide better services by assessing preferences, trends and interests from the data provided,
- to offer promotions and to understand our target audience for more focused marketing purposes

If you chose not to consent to additional processing, this will not affect your rights. You can browse our website or make enquires with our Box Office without disclosing any personal information. If you change your mind, simply log into your account and change your preference. However, you will still receive transactional messages when purchasing tickets or booking workshops.

Where you agree to be contacted, the data will be kept until it is either overwritten or until you no longer agree to be kept informed.

### **Youth Theatre**

When your child becomes a member of the Youth Theatre, you can opt to consent to us processing your child's personal information for other specified purposes such as:

- Images for promoting Summer & Autumn shows via the website and social media.
- Video footage for promoting Summer & Autumn shows via the website and social media.

Where you agree to be contacted, the data will be kept until it is either overwritten or until you no longer agree to be kept informed.

### **Will my information be shared?**

#### **Abbey Stadium**

This information will be accessible by Rubicon Leisure employees at Abbey Stadium. Perfect Gym for Point of Sale, membership management and bookings, GoCardless for Direct Debit authorisation and payment collection and Stripe for online payments and recurring card payment collections. Abbey Stadium website is hosted by the Carbon Group.

#### **Pitcherok Golf Course**

This information will be accessible by Rubicon Leisure employees at Pitcheroak Golf Course, Haven Systems for Point of Sale, Perfect Gym for membership management and bookings GoCardless for Direct Debit authorisation and payment collection and Stripe for online payments and recurring card payment collections. Pitcheroak website is hosted by The Carbon Group.

#### **Arrow Valley Visitor Centre**

This information will be accessible by Rubicon Leisure employees at Arrow Valley Visitor Centre, Haven Systems for Point of Sale. Arrow Valley Visitor Centre website is hosted by The Carbon Group.

#### **Forge Mill**

This information will be accessible by Rubicon Leisure employees at Arrow Valley Visitor Centre. Haven Systems for Point of Sale, Beyonk provide support under agreed restrictions for online ticket sales for ticketed events. Forge Mill website is hosted by Arrowscape.

#### **Palace Theatre**

This information will be accessible by Rubicon Leisure employees and PatronBase UK Box Office Systems, who provide support under agreed restrictions. Haven Systems for Point of Sale.

#### **Youth Theatre**

This information will be accessible by Rubicon Leisure employees via

PatronBase UK. PatronBase UK provide support, under agreed restrictions. Where a child is required to miss school and takes part in a licensable performance, information will be shared with Worcestershire County Council to facilitate this.

### **Community Centres**

This information will be accessible by Rubicon Leisure employees for the administration of the facility and income for transactional data. Lemon booking (Tectonic Software ApS) provide support for the management of bookings and invoicing under agreed restrictions.

Where anyone needs medical attention in an emergency, information will be shared with the relevant emergency services. Information will not be shared other than stated unless required to do so by law or for the purposes of safeguarding.

We collect your information in different ways. We and third party organisations use cookies and other technologies, such as pixel tags on our websites and in our emails.

This information will not be shared/sold to any other service/organisation unless we have a duty to do so under law. This data will not be transferred outside of the EEA.

### **How long will you keep my information?**

#### **Abbey Stadium**

Information relating to your membership will be retained for a period of 6 years. Room booking information will be retained for a period of 12 months from the hire date.

#### **Pitcheroak Golf Course**

Information relating to your membership will be retained for a period of 6 years. Room booking information will be retained for a period of 12 months from the hire date.

#### **Arrow Valley Visitor Centre**

Room booking information will be retained for a period of 12 months from the hire date.

#### **Forge Mill**

Room booking information will be retained for a period of 12 months from the hire date.

#### **Palace Theatre**

The data will be kept until it is either overwritten or until you no longer agree to be kept informed. If you change your mind, simply log into your account and change your preference.



## **Youth Theatre**

The data will be kept until it is either overwritten or until you no longer agree to be kept informed. If you change your mind, simply log into your account and change your preference.

## **Community Centres**

Room booking information will be retained for a period of 6 months from the hire date.

**Otherwise, where you enter into a contract or take part in activities, information will be retained for the length of the contract, and where this is ongoing, refreshed annually. For transactional data, i.e., payments, this will be kept for 7 years under the Limitations Act 1980. Where you consent to images being taken, these will be updated every 2 years.**

**No decisions around this data are made by automated means.**

## **CCTV Policy**

CCTV and associated systems will only be used for the following objectives, and for no other purposes:

- To help reduce the fear of crime;
- To help deter crime, detect crime and prevent crime;
- To deter and detect anti-social behaviour
- To assist in the apprehension and identification of offenders;
- To enhance community safety, boost the economy and encourage greater use of the town centre / shopping centre .
- The recording of staff images which may be used as an audit mechanism to confirm policies and standards are complied with in practice in Terms of keeping employees safe, protecting business interests and upholding health and safety.
- For the maintenance of Public Order
- To provide information for traffic management
- Provide the police, other agencies and the Council with evidence to take criminal and civil action in the courts
- Providing high quality evidence which may assist in the detection of crime and the apprehension and prosecution of offenders
- Protecting property
- Providing assistance with issues relating to public safety and health
- Providing assistance and reassurance to the public in emergency situations