Privacy Policy

For the purpose of the General Data Protection Regulations (GDPR) 2018, the data controller is Magna Vitae, Meridian Leisure Centre, Wood Lane, Louth, Lincolnshire, LN11 8SA.

Magna Vitae is a registered charity (charity number 1160156). This policy (together with our Terms and Conditions of use and any other documents referred to in this policy) explains how we will collect, process, use and protect any personal data which we collect from you or that you provide. It applies to the information we collect about:

- visitors to our website and social media feeds;
- people who use our services;
- job applicants and current and former employees;
- complaints, comments and suggestions; and
- any other services we may provide.

We are committed to protecting and respecting your privacy. When you provide personal information we will treat your information in accordance with the GDPR 2018. When you supply any personal information to Magna Vitae we have legal obligations under the GDPR in the way we deal with that information. In particular:

- Collect the information fairly;
- Let you know how we will use it; and
- Keep the information secure.

What is personal information?

Personal information is anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person. For example, this could be your name and job title.

Some of your personal information might be ‘special’

Some information is ‘special’ and needs more protection due to its sensitivity. It’s often information you would not want widely known and is very personal to you. This is likely to include anything that can reveal you’re:

- physical or mental health;
- trade union membership;
- genetic/biometric data

Why do we need your personal information?

We may need to collect your information to:

- deliver services and support to you;
- manage those services we provide to you;
- train and employ the employees of our work to deliver those services;
- help investigate any worries or complaints you have about us;
- keep track of spending on services;
- check the quality of services; and
- to help with research and planning of new services.

Information we collect from you

We collect and process the following data about you via the follow mean:

- Information you provide in applying for our services such as membership, membership applications, holiday activity registration, Boditrax registration, swimming lesson [Waterwise] registration, course registration, access to certain parts of our website and application and expression of interest in our services.
- Information that you provide by filling in forms on our website www.magnavitae.org, www.embassytheatre.co.uk and www.sofestival.org includes information provided at the time of registering to use our site, subscription to our e-newsletter, posting material or requesting further services. We may also ask you for information when you report a problem with our site. If you contact us, we may keep a record of that correspondence. We may also ask you for personal data in appropriate circumstances to ensure that your data is held securely and is not shared with any third party.

We use information held about you in the following ways:

- To ensure that our services are presented in the most effective manner to you;
- To provide you with information, products or services that you request from us or which we feel may be of interest to you, where you have consented to be contacted for such purposes;
- To carry out our obligations arising from any membership contract entered into between us and you;
- To allow you to book our services;
- To notify you about changes to our service; and
- To produce statistical information.

Disclosure of your information

We will not disclose your information to any third parties unless we have your permission to do so, or are required to by law or in order to comply with any contractual agreements you have entered into.

Our rights

- The right to be informed;
- The right of access;
- The right of rectification;
- The right to erasure;
- The right to restrict processing;
- The right to data portability;
- The right to object; and
- Rights in relation to automated decision making and profiling.

You also have the right to ask us not to process your personal data (or marketing communications) if you have your right to allow such processing by checking certain boxes on the forms we use to collect your data.

You can exercise the above rights at any time by contacting us at info@mvl.org

Our Website

When someone visits www.magnavitae.org, www.embassytheatre.co.uk and www.sofestival.org we use a third party service, such as Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only used in the aggregate, so no one can be identified from it. We do not make, and do not allow the third party service to make, any attempt to find out the identities of those visitors or their exact internet protocol addresses. We will make this very clear if we collect personal information and will explain what we intend to do with it. Our website may, from time to time, contain links to and from the websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites will have their own privacy policies and conditions of use which may or may not be the same as ours. Please check those policies before you submit any personal data to any of those websites.

Use of cookies

By using our website you are agreeing to us placing cookies on your device. A cookie is a small text file that is placed on your device when you visit a website. Cookies include information such as the name of the site and an indicator of how many times you have visited the site. Cookies can also include information such as your name, email address and IP address. They are then read when you visit the website again. They allow a website to recognize unique users.

Cookies can be used to remember your login details, preferences and language. They are also used to identify users and carry out an analysis. They can maintain your identity on a website. They can be used to recognize that you have previously visited a website and ensure you do not have to log on again.

Cookies are stored by Hootsuite for three months. It will not be shared with any other party.

We may use cookies to the following extent:

- To compile and publish statistics showing how the various pages of our site are accessed and used;
- To serve advertising that is relevant to you;
- To provide an enhanced and personalized experience on our site;
- To provide a secure and reliable website;
- To ensure that you can access the website using a mobile device;
- To facilitate the delivery of our e-newsletter;
- To provide statistical data about the pages on our site to our advertisers and partners.

Social media

Magna Vitae staff monitor and respond to feedback and comments on our Facebook and Twitter feeds. We use a third party provider to manage our social media interactions. If you contact us via our Facebook and Twitter feeds, the site will be stored by Hootsuite for three months. It will not be shared with any other organisations.

Email

Magna Vitae use a third party provider, Compass Point Business Services (CPSB) a UK based company with whom we have a data sharing agreement to ensure your data is held securely and is not shared with any third party.

By using our email services, we will collect your personal data which includes your name, contact details and any messages that you send to us. We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do not collect any data from you or from any third party. We will not share any of the personal data found in your email communication. Information like the number of recipients we receive, but not in a form that identifies anyone.

We may have to disclose the complaintant’s identity to whoever the complaint is about. This is necessary to ensure the accuracy of a person’s record is in dispute. If a complainant does not want information identifying him, or her, to be disclosed they may tell us and we will try to provide a service which is effective to deal with a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with the time limit contained in our complaints procedure and to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted accordingly. It will be held or destroyed in a secure way. Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Job applicants, current and former employees

When you apply for a job at Magna Vitae (or are Trustee applicants) we will only use the information they supply to us to process their application and to monitor recruitment statistics. Payroll and Human Resource Services is provided by Compass Point Business Services and we will therefore share the information provided by candidates with them. Where we want to disclose information to a third party, for example where we want to take a reference or obtain a ‘disclosure’ from the Disclosure and Barrowing Service (DBS) we will not do so without informing the candidate beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will be kept in accordance with the requirements of the recruitment schedule and then delete it (or shred held as hard copy).

Access to personal information and contact details

For the purpose of the General Data Protection Regulations 2018 if we do hold information about you we will:

- give you a description of it;
- tell you why we hold it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible electronic form.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the address listed below. You may ask us to correct or update the information we hold about you and to remove it if it is inaccurate. There is no charge for a copy of the data we hold although this may involve us carrying out administrative work and we may charge a fee if your request is clearly unfounded or excessive.

You also have the right to ask us to restrict the processing of your personal information. If you think that the information we hold about you is inaccurate. There is no charge for a copy of the data we hold although this may involve us carrying out administrative work and we may charge a fee if your request is clearly unfounded or excessive.

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

Complaints Protection Officer, Jonathan Hendry, Magna Vitae, Meridian Leisure Centre, Wood Lane, Louth, Lincolnshire, LN11 8SA. Or email us at: info@mvl.org

You can get further information on:

- Agreements we have with other organisations for sharing information;
- Complaints procedures where we can pass on personal data without consent for example to prevent and detect crime and to produce anonymised statistics;
- Things we can do to help you to access your personal data;
- How we check that the information we hold is accurate and up to date;
- What personal data we hold about you and for what purposes.

We intend to do with it. Our website may, from time to time, contain links to and from the websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites may have their own privacy policies and conditions of use which may or may not be the same as ours. Please check those policies before you submit any personal data to any of those websites.

How long do we keep your personal information?

There’s often a legal reason for keeping your personal information for a set period of time, we try to include all of these in our retention schedules which lists how long personal information may be kept for. This ranges from months to some records for decades for more sensitive records.

For independent advice about data protection, privacy and data issues, you can contact the Information Commissioner’s Office (ICO) at: Information Commissioner’s Office, Wycliffe House Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303 123 1113 (local rate) or 01625 545 745

Alternatively, visit ico.org.uk or email casework@ico.org.uk.

Changes to our privacy policy

We may revise this privacy policy at any time by updating this page. You should check this page from time to time to review the current privacy policy because it is binding on you.

This privacy notice was last updated on: 30.05.2018