



Swad Arrows Ski Club

Privacy Notice For Our Members

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your membership with us. This notice explains how we comply with the law on data protection, what your rights are, the purposes of data protection, we will be the controller and processor of any of your personal information that we hold.

This notice applies to you if you are either a member, a volunteer or a coach, instructor, leader, or Official of Swad Arrows Ski Club.

We have appointed a Data Protection Officer to oversee our compliance with data protection laws.

PERSONAL INFORMATION WE MAY COLLECT FROM YOU

When you sign up for membership with us, register to receive communications from us, or communicate with us, we may collect or obtain personal information about you, such as information regarding your:

- personal contact details that allow us to contact you directly such as name, title, email addresses, address, and telephone numbers.
- emergency contact details
- date of birth.
- gender.
- membership details including start and end date.
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us.
- any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you (For credit/debit payment processing Users are transferred to SumUp to collect and process transaction information and we do not store credit/debit card details.
- use of and movements through our online portal, passwords, personal identification numbers, IP addresses, usernames and other IT system identifying information.
- records of your attendance at any events or competitions hosted by us.
- images in video and/or photographic form and voice recordings.

Coaches and officials

If you have registered with us to receive more information about our coaching / instructing, leading and officiating accreditation / qualification scheme, we may obtain the following additional personal information from you:

- any coaching code or official number.
- coaching / instructing, leading qualification and/or officiating history.
- accreditation / qualification start and end date.
- identification documents such as passport, utility bills, identity cards, etc, needed for DBS checks.



WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information about our members when you create an account on our site at (website to confirmed) to become a member of Swad Arrows Ski Club to purchase any services or products we offer online, when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way.

If you are providing us with details of referees, next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with them They also have the same rights as set out in the “Your rights in relation to personal information” section below

USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal information used	Lawful basis
All Members		
To administer any membership account(s) you have with us and managing our relationship with you, including arranging for any insurance and dealing with payments and any support, service or product enquiries made by you.	All contact and membership details, transaction and payment information, and records of your interactions with us.	This is necessary to enable us to properly manage and administer your membership contract with us.
To arrange and manage any contracts for the provision of any merchandise, products and/or services.	All contact and membership details. Transaction and payment information.	This is necessary to enable us to properly administer and perform any contract for the provision of merchandise / products / services.
To send you other marketing information we think you might find useful or which you have requested from us, including our newsletters, information about Membership, and events	All contact and membership details.	Where you have given us your explicit consent to do so.
To answer your queries or complaints.	Contact details and records of your interactions with us.	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your membership.
Retention of records.	All the personal information we collect.	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage your membership and in some cases, we may have legal or regulatory obligations to retain records. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.
The security of our IT systems.	Your usage of our IT systems and online portals.	We have a legitimate interest to ensure that our IT systems are secure.
For the purposes of promoting the sport, our events and membership packages.	Images in video and/or photographic form.	Where you have given us your explicit consent to do so.
To comply with health and safety requirements.	Records of attendance.	We have a legal obligation and a legitimate interest to provide you and other members of our organisation with a safe environment in which to participate in sport.
Coaches, Instructors, and Volunteers		
To ensure the club has suitably qualified coaches and instructors.	Certification and qualification details including start and end dates.	This is necessary to enable us to ensure that suitably qualified coaches and instructors are coaching the club members.
To comply with legal obligations, for example, regarding people working with children or vulnerable adults to comply with our safeguarding requirements.	Information about your criminal convictions and offences.	For criminal records history we process it on the basis of legal obligations or based on your explicit consent.



For some of your personal information you will have a legal, contractual, or other requirement or obligation to provide us with your personal information. If you do not provide us with the requested personal information, we may not be able to admit you as a member or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your position as a member.

For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information for the following requirements Insurance, safeguarding, HMRC, HR and disciplinary information. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you and we may have to terminate your position as a member.

DIRECT MARKETING

Email marketing: from time to time, we may contact you by email with information about club membership and events, updated club information; including committee meetings and Safeguarding information.

You can then let us know at any time that you do not wish to receive marketing messages by emailing us at (email to be confirmed). You can also unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

DISCLOSURE OF YOUR PERSONAL INFORMATION

Email marketing: from time to time, we may contact you by email with information about club membership and events, updated club information; including committee meetings and Safeguarding information.

We share personal information with the following parties:

- any party approved by you.
- to SnowSport England in administering our duties as an affiliated club.
- to any governing bodies or regional bodies for Snowsports: to allow the sport to be properly administer on a local, regional, and national level.
- other service providers: for example, payment processors.
- the Government or our regulators: where we are required to do so by law or to assist with their investigations or initiatives.
- police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security.

We do not disclose personal information to anyone else except as set out above.



TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY

The personal information we collect may be transferred to and stored in countries outside of the UK and the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain instances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your personal information is only used in accordance with this privacy notice and applicable data protection laws and is respected and kept secure and where a third part processes your data on our behalf, we will put in place appropriate safeguards as required under data protection laws. For further details please contact us by using the details set out in the "Contacting us" section below.

HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement, we retain all physical and electronic records for a period of 7 years after your last contact with us.

An exception to this rule is information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after you have worked for us.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

You may be able to update some of the personal information we hold about you through our membership portal. Alternatively, you can contact us using by using the details set out in the "Contacting us" section below.

YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used.*
- the right to access the personal information we hold about you.*
- the right to request the correction of inaccurate personal information we hold about you.*
- the right to request the erasure of your personal information in certain limited circumstances.*
- the right to restrict processing of your personal information where certain requirements are met.*
- the right to object to the processing of your personal information.*
- the right to request that we transfer elements of your data either to you or another service provider.*
- the right to object to certain automated decision-making processes using your personal information.*

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on



the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information, you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

CHANGES TO THIS NOTICE

We may update this privacy notice from time to time. When we change this notice we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

In the event of any query or complaint in connection with the information we hold about you, please email (Email to be confirmed)

Date last reviewed: 8 August 2025, Committee approval

