



Herts Disability Sports Foundation

Registered Charity No. 1156034

HDSF Public Privacy Notice

September 2024

HDSF Privacy Statement for Members of the Public

1. Introduction

This is our privacy notice. It tells you what you can expect us to do with your personal information when you contact us or use one of our services.

Herts Disability Sports Foundation (HDSF) is a charity (registration number 1156034) working to support adults and children in Hertfordshire with physical and/or learning disabilities to participate in recreational sporting activities.

2. How to contact us

HDSF has a Data Controller, Sine Bates. She is your first point of contact for any questions or enquiries about your data. Her contact details are:

Herts Disability Sports Foundation
Knights Templar School
Park Street
Baldock
Herts, SG7 6DZ
Telephone number – 01462 542498
Email – Sine@hdsf.co.uk

If you are not happy with the response you are given, you should contact our Senior Information Risk Officer, Maria Anastase, who is one of our Charity Trustees. She can be contacted directly by email at; HDSFTrusteeBoard@hdsf.co.uk

3. What information do we hold?

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have made an enquiry or booked yourself or your child onto one of our activity sessions,
- You or your child has attended one of our activity sessions,
- You subscribe to our e-newsletter.

We also receive personal information indirectly, if an employee of ours gives your contact details as an emergency contact or a referee.

A full list of the information we hold, and what we do with it, is at the end of this notice.

4. What are your rights?

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

Your right of access

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.

Your right to rectification

You have the right to ask us to correct information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

Your right to erasure

You have the right to ask us to erase/delete your personal information in certain circumstances.

Your rights in relation to processing your information

You have the right to ask us to stop processing your personal data where the processing is based on our legitimate interests, for example direct marketing. This does not include processing which is in line with our terms and conditions of participation, or of any contract you have with us, for example payment processing. If we believe we have a legitimate reason for processing your personal information including for the defence of any legal claims we may decline your request. Under certain circumstances, for example if we decline your request to stop processing, you have the right to ask us to restrict the processing of your personal data.

Your right to data portability

You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you in a portable electronic form.

Please contact us at Sine@hdsf.co.uk if you would like to make a request (or if you just have a question), or phone us on 01462 542498.

5. Sharing your Information with Others

We will not share your information with any third parties for the purposes of direct marketing from other organisations.

In some circumstances we are legally obliged to share information, for example under a court order. We also share some of your information to report back to organisations that have provided us with grants - to offer you a service either free of charge or at a subsidised rate. But when we give them information about who has attended our sessions, we remove your name (or your child's name) so they cannot identify you.

Our newsletter distribution is managed by a company called MailChimp and we recommend you view their Privacy Notice for Contacts which can be viewed [on their website \(www.mailchimp.com/legal/privacy#contacts\)](http://www.mailchimp.com/legal/privacy#contacts). Because we are sending you information about our charity in the Newsletter, this is considered to be marketing. At the time you signed up to the Newsletter we asked for your explicit consent to send the Newsletter to you. If you change your mind, you can unsubscribe at any time using the 'unsubscribe' button at the bottom of our Newsletter.

Bookings for our activities are managed on our website by Bookwhen Ltd – you are asked to create an account with them for your first booking. A copy of their privacy notice can be found [here](#). In essence, Bookwhen Ltd will retain your information until you close your account. Although they hold the information relating to your Bookwhen account – they do not hold any payment or financial information.

Payments for our activity sessions are managed by either Stripe or Squareup Europe Ltd. The Privacy Notice for Stripe payments can be found [here](#) and for Squareup is [here](#). Although HDSF staff can access confirmation that a booking has been paid for, the details of any cards or accounts used to make payment are encrypted at source and cannot be accessed by HDSF.

Glint Media host our website and we recommend you look at their privacy notice which can be found [here](#). In summary, it confirms that they abide by data protection regulations and process your data only for the purposes of our agreement with them. If you wish to view the information they hold on you or ask for it to be removed please contact the Data Controller who will arrange this.

HDSF uses the JustGiving website to receive donations from the public. All donors have the option to share their personal data (name, email address, etc.) or may choose to remain anonymous. If anonymous, the only data HDSF can access is the amount donated. The JustGiving privacy policy is available on their website [Comprehensive Privacy Policy v30 | JustGiving](#). We also use Localgiving to receive donations from the public. On this platform, donors share their name but their email address is only recorded if they give permission. Otherwise, HDSF can only access the amount donated. Localgiving privacy policy is available on their website [Privacy Policy | Localgiving](#)

Give as You Live is a fundraising platform used by HDSF – individuals create an account and are then able to activate donations to HDSF through online shopping. HDSF can access the names and email addresses of donors but will respect any stated request not to be contacted (opt in or out required). The Give as You Live privacy policy can be found at [gdpr-policy.pdf \(giveasyoulive.com\)](#)

6. Children's Data

If we collect information about children this will have been provided by the parent or guardian, so we have your consent to hold this information. We collect this information for either Health and Safety reasons (so that if there's an incident or accident we can provide medical staff with vital information) or so that HDSF staff can make sure we make all the right arrangements to meet your child's needs for the session. We do not pass on information about your child to any other organisations unless legally obliged to, or for urgent medical treatment when we can't contact you.

7. Service adjustments

As a provider of services to the public, we have a legal duty to comply with the Equality Act (2010).

This means we need to make service adjustments for anyone with a disability who contacts us in any capacity, to eliminate any barriers to accessing our services. Our legal basis for processing this information is article 6(1)(c) of the GDPR as we have a legal obligation to provide this. Our processing of special category data, such as health information you give us, will be based on article 9(2)(a), which means we need your consent.

We'll create a record of your adjustment requirements. These will give your name, contact details and type of adjustment required, along with a brief description of why it is required. Relevant staff can access this to ensure they are communicating with you in the required way.

Similarly, where you or your child book onto one of our activities, we will ask you to sign a consent form providing details of any additional needs – this gives permission for us to provide our service and to hold the information.

As we need your consent to process your special category data you have a right to withdraw your consent at any time.

8. Social media

HDSF has a Facebook account that we use to publicise our activities and keep the public informed. To access our account, you must already be a Facebook 'user' and have therefore already given your consent to their use of personal data or adjusted your security settings on your account accordingly. You may wish to review your own privacy settings, and the Facebook Privacy notice which can be found at www.facebook.com/privacy/explanation.

HDSF also has an Instagram account, used in the same way as our Facebook account. To access our account, you must already hold an Instagram account and have therefore already given your consent to their use of personal data or adjusted your security settings on your account accordingly. You may wish to review your own privacy settings and the Instagram Privacy notice which can be found at [Instagram Privacy | About Instagram](#)

9. Transferring Information to Another country

The potential transfer of information to another country would only be through Mailchimp, our website host, Instagram or Facebook – as outlined above. We do not personally transfer your personal information and we have no plans to do so. If this changes, we will let you know.

10. Automated decision making or profiling

We do not carry out automated decision making or profiling.

11. 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.

12. GDPR and Data Protection

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.

13. What Personal Information does HDSF hold and what do we do with it?

Type of info	Why we need it	What we do with it	How long we keep it	Your rights
Activity booking on the website				
Parent/guardian; name, phone number.	To make sure we can contact you if there's an incident or if the activity is cancelled.	Stored on the online booking system (Bookwhen) and a printed copy for the event/session.	Information will be held on your Bookwhen account until you close your account. Printed copy destroyed at the end of the session.	Access, data portability, rectification, objection and erasure.
Child; name, age, school (if applicable), disability and any medical conditions	So that we can make sure your child/children are eligible to attend and plan for any service adjustments.	Stored on the online booking system (Bookwhen) and a printed copy for the event/session.	Information will be held on your Bookwhen account until you close your account. Printed copy destroyed at the end of the session.	Access, data portability, rectification, objection and erasure.
Adult Participant name, age, email and phone number, disability and any medical conditions	To make sure we can contact you if there's an incident or if the activity is cancelled, and plan for any service adjustments.	Stored on the online booking system (Bookwhen) and a printed copy for the event/session.	Information will be held on your Bookwhen account until you close your account. Printed copy destroyed at the end of the session.	Access, data portability, rectification, objection and erasure
Permission to use personal images	So that we have images to advertise and publicise our activities.	Permission stored on the online booking system (Bookwhen).	Information will be held on your Bookwhen account until you close your account.	Access, data portability, rectification, objection and erasure.

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Activity Specific Information – 1 to 1 cycle lessons				
Name, bike instructor, preferences and elements to avoid.	So that we can keep a record of progress, preferred instructor and training preferences – to make subsequent lessons tailored to the individual.	Stored online on a password protected spreadsheet.	Until the child reaches 16 years of age (and lessons end) or when they learn to cycle.	Access, data portability, rectification, objection and erasure.
Newsletter				
Email address	So that we can send you news and information about HDSF and upcoming events via our Newsletter.	Email addresses are stored on the mailchimp website.	Until you ask us to remove you from our mailing list.	Access, data portability, rectification, objection and erasure.
Grant funded activity				
Name, Age/Year Group, gender, location of sessions and attendance.	So that we can report back to grant funders and in the case of bike donations – so that we can track need and provision of bikes.	We remove all names when we send the data to our funders.	For one year after the grant is ended – funders sometimes come back with questions at a later date.	Access, data portability, rectification, objection and erasure.
Audit				
For all of the information we collect, we do use it to analyse the work of our charity – who we are reaching, what is most popular, etc. When we do this, we ALWAYS remove the information that would identify you, so the information is anonymised first.				