

How we use your information

The kind of information we hold about you.

- Personal contact details such as name, address, telephone number, email address
- Date of birth or year of birth. This is used for equality monitoring.
- Gender, Ethnicity, Religion, Disability, Sexual Orientation. These are used for equality monitoring.
- Communications exchanged with you, feedback from you in relation to delivering services and notes of meetings concerning the service provided to you.

If you are registering with us for a class or service:

- Contact details for a person/people you nominate to contact in the event of an emergency.
- Information about your health, including any medical conditions, mental health illnesses or episodes or disability and your GP/GP surgery. This is needed to understand if you require additional support to access our activities or services, the most appropriate activity or service for you, or if you require information in an alternative format.

Why we collect and use this information.

- So that you can take part in our classes and activities or receive a service
- So that we can contact you and keep in touch when necessary.
- So that we can contact someone you have nominated in the case of an emergency.
- To work out practical ways we can help you.

- As part of our standard risk assessment process to inform class instructors of any health issue that may affect your participation in the class.
- For equality monitoring.
- To monitor and report on access to the service, outcomes, and the quality of the service. Your details will be anonymised.

We hold and use this information in these ways as it is necessary for us to include you as a member of our classes and activities, or otherwise where you have given us your permission.

How we store this information.

We will store this information securely in our electronic database which can only be accessed by authorised staff, and printed forms will be securely stored in lockable cupboards.

We update the information while we are in contact with you and keep it for no more than 3 years after our contact ends, at which point paper copies are securely shredded and electronic information is anonymised.

Examples of when we may share your information.

We may share certain relevant information in order to provide the support you have asked for, for example in these situations:

- With your permission, we may need to disclose certain details of any health issue to class instructors who are not employed by us but act on our behalf, should it be considered necessary or in your interest.
- With Wimbledon Guild volunteers and staff directly involved in providing a service you have asked us to support you with, or as part of our safeguarding or complaints processes.
- To the individual you give us permission to speak to in relation to a particular matter or in an emergency.

- With your permission, with other professionals working for /or external organisations who need to be involved in an activity or service you ask for/us to support you with.

We may also disclose personal information without your knowledge or consent if we have reason to believe that this will help protect someone at risk/yourself, for example to Social Services or the Police, or where this is required by law. Where possible and practical we will inform you at the time.

Further information

For more information about your rights in connection with your personal information please contact our nominated Data Protection Officer:

Ola Sokoya, Head of Finance and Resources

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