



## Mayfield Privacy Notice

### Who we are

We are Mayfield Sports Centre. Mayfield Sports Centre is owned by Euclid Trading Ltd, which is a wholly owned subsidiary of the Corporation of the High School of Dundee, a registered charity in Scotland (SC011522) whose registered office is at Euclid Crescent, Dundee, DD1 1HU.

For the purposes of this Privacy Notice, we refer to ourselves as 'Mayfield Sports Centre'.

Our facilities at Mayfield can be hired by members of the public, as well as the High School of Dundee community.

Your privacy is important to us. This Privacy Notice is where we explain to you what personal information is collected by Mayfield Sports Centre, how it is collected, how we may use that information, where we store it, how long we store it for, and how we protect it. We will also explain your rights in relation to your personal information.

### What information do we collect about you?

If you, or your organisation, hires our facilities at Mayfield Sports Centre, the information we may collect from you includes:

- Details of who you are. e.g. your name and contact information
- Payment details
- Liability and Personal insurance details

### Why do we need this information?

This information allows us to process your booking/application, confirm your identity, communicate with you, issue invoices, and carry out general market research to ensure that we are providing the best service we can for our customers.

By making a booking with us, you consent to us processing your personal data for the purposes of your booking.

## How do we collect this information?

From an email enquiry or an online enquiry form; via a paper or online booking form; by telephone; in person.

We may collect additional personal information about you depending upon how actively you engage with us.

## What do we do with the information?

If you consent to us collecting and processing your personal information, which you do by making a booking or completing an enquiry form then we may use it to:

- Process your booking and payments
- Communicate with you
- Ask you to fill in surveys for research purposes

Payment card information given through the Mayfield website for the purposes of making a booking is not stored by Mayfield Sports Centre.

## How else do we collect information about you?

### ***'Contact Us' Enquiries***

Our contact form gathers basic information such as name, telephone number, email address and any information supplied by you in the course of your enquiry.

We will use this information to answer your query and may need to share it within the organisation in order to fulfil your request.

### ***'Keep me Informed of upcoming events'***

To sign up to be kept informed of upcoming events, we only require you to enter your email address. This information is stored on the server of our web developer in the UK. Should you wish to unsubscribe from this service at any time, there is a button to facilitate this at the bottom of each communication about upcoming events.

## Who do we share the information with?

We do not sell or share your personal information with any third-party.

## Visitors to our Website

When someone visits [www.mayfieldsportscentre.co.uk](http://www.mayfieldsportscentre.co.uk), simply to browse the site, we 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 processed in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website, except as provided above in relation to bookings.

For more information about this, please see our [Cookie Policy](#).

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Our website may contain links to other websites. This privacy policy only applies to the Mayfield Sports Centre website, so when you link to other websites we recommend that you read their own privacy policies.

## How long do we keep your information?

We only retain the information for the period of time that your booking with us endures, or in the case of registering to be kept informed of upcoming events, until you click to unsubscribe. In accordance with HMRC requirements, payment history is kept for 7 years.

When you make a payment through the Mayfield website, certain information is required to process the transaction, such as your name and address. This information is stored on the web developer server and deleted after 180 days.

After our business with you has ended, you can withdraw your consent to us storing your personal information at any time. However, please be advised that if you withdraw your consent to us storing your personal information we would be unable to process your booking.

## How can you access your information?

You have the right to request a copy of the information that we hold about you by making a data subject access request to our Data Protection Officer, the Bursar. Please note that we must confirm your identity before we can release any personal information.

If the personal information is inaccurate or incomplete, you can ask us to correct it. You can also ask for information to be deleted or removed if there is no compelling reason for Mayfield Sports Centre to continue to hold it.

## Where do we process and store your information?

We only store physical copies of documents containing your personal information securely on Mayfield Sports Centre premises. Information that we store electronically is retained on secure systems owned and/or managed by Mayfield Sports Centre.

## How to contact us

Any comments, queries or requests regarding this policy should be directed to:

The Bursar/Data Compliance Officer  
High School of Dundee  
Euclid Crescent  
Dundee  
DD1 1HU

Email: [datacompliance@highschoolofdundee.org.uk](mailto:datacompliance@highschoolofdundee.org.uk)

Telephone: [01382 202921](tel:01382202921)

## Complaints

If you believe that Mayfield Sports Centre has not complied with this policy or acted otherwise than in accordance with Data Protection Law, you should notify the High School of Dundee's Data Compliance Officer (contact details above).

You can also make a referral to or lodge a complaint with the Information Commissioner's Office (ICO), although the ICO recommends that steps are taken to resolve the matter with the school before involving the regulator.

You can contact the ICO at <https://www.ico.org.uk/concerns/> or phone [0303 123 1113](tel:03031231113).