



## Privacy Notice for RDMA Members (Active and Prospective)

At Red Dragon's Martial Arts (RDMA), the Chief Instructor/Owner – Lloyd Lewis and Business Manager – Amanda Lewis are categorised as 'data controller's' for the purposes of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. The purpose of this Privacy Notice is to tell you about what information 'we' collect about you/your child when you become a member of RDMA, how the information is used and with whom we may share that information. We provide the Privacy Notice to you with your membership and when we start to collect information about you or your child.

### Name and contact details of the Data Controllers :

Lloyd Lewis & Amanda Lewis, 28 Trubshaw Close, Horfield, Bristol, BS7 0AD  
MAT system, WHITE WAVE IT LIMITED of 132, Addison Road, Bilton, Rugby, Warwickshire CV22 7EZ (for the purposes of occasional electronic communication relating only to RDMA)

Date of writing the Privacy Notice: 12/09/2018. Updated 28/03/2020, 13/09/2020 – **see COVID-19 updates to section 4 & 5**

### 1. What information will we collect about you / you and your child?

<b>For you (and for a second parent/carer if you provide these details):</b>	<b>For your child/ren:</b>
<ul style="list-style-type: none"> <li>• Full Name</li> <li>• Relationship To Child If Applicable</li> <li>• Address And Contact Details Including Email And Phone Numbers</li> <li>• Date Of Birth</li> <li>• Gender</li> <li>• Medical Information/Detail Of Any Injury, If Necessary.</li> <li>• Payment Details Required To Subscribe To Membership, Courses, Grading And Sporting Equipment Purchases.</li> </ul>	<ul style="list-style-type: none"> <li>• Full legal surname (derived from family, clan or marital association) of the child</li> <li>• Full given first name of the child</li> <li>• Name child is generally known by</li> <li>• Date of birth</li> <li>• Gender</li> <li>• Your child's current address and postal code where and with whom the child lives with.</li> <li>• Any other names of friends/family who may be bringing/collecting your child.</li> <li>• Whether your child has any Special Educational Needs or Disability and if so, details.</li> </ul>
<p><b>GDPR Categories:</b></p> <ul style="list-style-type: none"> <li>• You may click <a href="#">here</a> to find a list of lawful basis categories (see page 2 of the GDPR Guidance for MAT Customers) relating to the data we collect from you for purposes of your membership</li> <li>• In general, the data required for the membership is processed on the lawful basis of vital interest, legitimate interest, legal obligation and contractual relationship.</li> <li>• Where contractual relationship is specified, these relate and are subject to the terms and conditions of your membership as outlined in the RDMA welcome pack you received and the consent to use payment details you have provided to us for your monthly packages and school purchases.</li> </ul>	

## 2. What is our lawful basis is for processing your data and for what purpose?

It is necessary for RDMA to hold contact details on members and those consenting their interest to join or trial the school in order to maintain students and recruit members to the school, the business cannot exist without these details. We therefore hold information on the basis of 'legitimate interest' GDPR 6(1)(f) in order to ensure we are meeting the needs of the enquiring public, prospective and active members, in addition and where applicable, this is also to maintain the safety and well-being of any children in our care/under our class instruction and to provide a good quality service based on our members individual needs.

There may be occasions when you choose to leave you child in their class with us for a short period of time i.e. toilet break. As a duty of care we are required to hold certain basic information about any child left under our instruction and the name, address and contact details of the parent for Safeguarding and Welfare purposes, therefore, the lawful basis for processing information is 'legal obligation' GDPR 6(1)(c) and for special categories of data (such as medical information, special needs and safeguarding) under GDPR 9(2)(a)(b).

We will maintain some records such as the Attendance Register and the Accident and Incident Record as a Requirement of RDMA's registration and to support the public liability insurance on the basis of 'legal obligation' GDPR 6(1)(c).

Information on our business contract is held on the basis of 'contractual necessity' GDPR 6(1)(b). We will require bank details of the person's paying for the membership to collect monthly membership fees, once on the system we may also use the account to collect payments for any merchandise items, fees associated with grading and any courses you wish to enrol in, any charges will be communicated with you beforehand.

Photographs are an effective way to illustrate and augment learning for the interest of current and prospective members. Photographs will only be taken of your child/ren with your consent GDPR 6(1)(9a) and for the purpose of informing you of your child's progress in Martial Arts training, also to communicate the schools work in the community, subject and in line with your consent on the enrolment form you were provided with and completed on the trail session. If communication and joining took place electronically, we will endeavour to provide you with the paper copy for signing at the earliest time possible in person. Photographs and videos of adult members training will be taken for the same purposes unless you have informed us of your objection to feature. Forms are kept simplified to aid the understanding of children

We may ask to hold additional/emergency contact details on the basis of 'vital interests' GDPR 6(1)(d)

## 3. For how long will I hold your information: retention periods?

- For the purposes of insurance claims we will retain; the Accident and Incident Log, the Medication Administration Records, the Attendance Register, signed Consent Forms, the Complaints Log and any record of allegations. If we are required to hold any sensitive information, this could be retained until your child has reached 21 years and 3 months, although this is an unlikely situation as the required information to become a member is of a minimal and unobtrusive nature.
- If an unlikely safeguarding referral to First Response has been made and has led or is likely to lead to criminal prosecution, requiring our records as evidence, we would take advice on retaining the record or retaining a copy of the record of our safeguarding concerns (see Goddard Inquiry).
- HMRC financial records will be retained for six years.
- Any certificates/grading belts/badges your child has earned whilst as the school will be passed to you within 2 weeks of request when your child leaves the school.
- Should you/your child leave the school we will ask if you would like us to remain in contact, for example, to communicate promotions and details of courses, you will be given the option to opt out from this and any records or data we have on you would be destroyed or deleted.
- Photographs that have already appeared on the clubs social media prior to you or your child leaving would still remain from your prior consent and it would be your responsibility to identify and notify us of specific photos any that you would like deleted or edited of you/your child if desired.
- Direct Debit Mandate paper forms are shredded as soon as your mandate has been created electronically. We aim to complete this process the same day/as soon as possible following the trial lesson so as to reduce the risk of your banking information being compromised in any way.

Prospects:

- If you have contacted us to request more information on our classes and the school and provided us with your contact details, these will be updated and stored onto our admin system so that we can keep in touch with you. Should you wish to be removed from any further communication, wish to request that we alter the way we communicate with you or be deleted from our system altogether, you are within your rights to do so and will need to let us know.

#### 4. How do we use/process information about you/your child, including photographs?

The data processing system used to keep you and/or your child's electronic data is called MATS (Martial Art Technology System which is a customer resource management system, any technological help provided by the team at MATS is subject to and compliant with GDPR. Personal information stored by RDMA is highly password protected and only accessed on personal computers/iPad/smart phones which are also passcode protected and never used by anyone else. This practise increases the level of our security where you or your child is concerned, it is made impossible for anyone unauthorised in or outside of our household or MATs to access any information on you or your child. Physical paperwork i.e. membership form is stored in a locked cupboard in our home to which only we have a key.

Members are contacted via email/text/messenger/WhatsApp unless we are specifically asked not to. This is done using a separate email account used only for RDMA communications and our MAT CRM system.

As part of the RDMA School ethos of celebrating and sharing achievement, photographs taken during the sessions are shared on our Facebook pages and occasionally the website, leaflets, You Tube Channel. Consent is given or not given to this on joining the club, any opting out will be adhered to and consent can be amended at any time.

#### **ADDENDUM RELATING TO COVID-19 PERIOD:**

During the period of social distancing, lockdown and whilst the threat of COVID-19/Coronavirus is present, Red Dragons Martial Arts operates as a virtual business, changing to session delivery over the internet using a Private Facebook Group. This delivery channel is considered the safest way to stream and fully monitor those joining the sessions and eliminate risks of non-members gaining access to the names, comments, photos & videos submitted by members. It has been chosen with safeguarding in mind and allows the member to exercise with their families in the safety of their own home without extra costs or data risks. Rules have been added to the group and those failing to comply are removed.

#### 5.

##### **5.1 Who I may disclose you or your child's information to and why: the recipients of the personal data.**

We will only share the information which you have provided about you/your child with the people you have named on the admission form i.e. parent/carers and the CRM mentioned in point 4 above.

*N.B. When we attend a Martial Arts Forum/Group at a Martial Arts Centre, from time to time we may discuss a member or child's learning/progress with fellow martial arts professionals who run or attend the group. This is in order to support the School and share good practice and is to give the best possible learning experience for you/your child. Likewise, to support our professional development, we may also discuss planning specifically for a member. These are discussions around martial arts and not about confidential family/personal circumstances, no names are communicated. They are discussions or conversations rather than sharing of written/electronic data.*

<b>External Supplier</b>	<b>Nature of processing</b>	<b>Data Affected</b>	<b>Compliance information</b>
WHITE WAVE IT LTD. (MAT system)	Data Processing/control	Please see point 1 above. All personal data relating to/to enable your membership.	<a href="#">MAT Terms and Conditions</a> <a href="#">MAT GDPR Agreement</a>
Go Cardless	Collection of Payment for goods and services supplied	Member name, address and regular fee amount, description and goods supplied.	<a href="#">Go Cardless GDPR statement</a>

## Q&A with White Wave Ltd. Regarding the data stored with them from RDMA:

**Q.** Do you only access Red Dragon's data when we ask you to?

**A.** Our staff will only access your data only when this is required to provide support. Automated processes that have been configured for you will also access your data as required in order to complete their functions.

**Q.** What do you do with our data? Do you pass anything on to any third parties?

**A.** As above certain automations will access data to complete any relevant tasks. We transmit email and mobile phone numbers to our suppliers in order to transmit email and SMS . These suppliers are detailed in the GDPR guide mentioned above.

**Q.** Do you have any ownership over our data?

**A.** No, all member data remains your property. We will never sell this data or disclose it to a third party unless compelled to by a court of law.

**Q.** How long is data stored?

**A.** Until a member record is deleted by you.

**Q.** Can you access deleted members data?

**A.** Yes, for 30 days after deletion.

**Q.** How far does your personnel go? Who can access our members data?

**A.** Only authorised support staff.

**Q.** It has been known that some third party data processors have legal protections embedded in their agreement so that if any data breaches occur, it could mean that the data controller (I) in your organisation carries overall accountability. I'd like to check that you are responsible for ensuring that my members information is kept secure and how you go about ensuring there are no breaches.

**A.** See section 10 of the [T&C's](#). Also all data is secured using OWASP best practices and is hosted in an ISO27001 data centre.

## 5.2 YOUR DATA AND COVID-19

During the Coronavirus Pandemic, we are obliged to keep a record of attendees to our classes for the purposes of the national effort to control the outbreak and transmission; in particular, we must play our part in the NHS Test and Trace process. In order to do this, Red Dragons Martial Arts keep all our members details safe as usual, we do not share them with our hired premises but instead we sign in and it is understood that we will communicate to our members should there be cause.

RDMA follows these five simple steps from the ICO to help ensure that data protection is in place correctly for this purpose.

### A

Ask for only what's needed

RDMA will only ask people for the specific information that has been set out in government guidance. This may include things like their name, contact details and time of arrival for example.

You will not ask people to prove their details with identity verification, as it is not standard practice for the business, eg such as ID checks for age verification in pubs.

### B

Be transparent with customers

We will be clear, open and honest with people about what you are doing with their personal information. Tell them why we need it and what we'll do with it. We have done this on our data protection policy which can be found on our website and have alerted members to this change over the usual channels of communication, eg. In class and via closed online group.

As we already collect customer data for bookings, we have made it clear that personal data may also be used for contact tracing purposes.



#### Carefully store the data

We will look after the personal data we collect/hold for you. That means it is kept secure on our system. Mandate instruction and paper records are shredded after the information is inputted into our secure CRM system.



#### Don't use it for other purposes

We would never use the personal information that we collect for contact tracing for other purposes, such as direct marketing, profiling or data analytics.



#### Erase it in line with government guidance

We will not keep the personal data for longer than the government guidelines specify. It's important that we dispose of the data securely to reduce the risk of someone else accessing the data. We shred paper documents and do not keep digital records of the information collected for tracing.

### 6. The right to withdraw consent at any time, where relevant:

You have the right to withdraw your consent where the information we hold is based on your consent, such as in the use of photographs. NB. It is necessary to hold some information on you/your child in order to continue your membership with us but you may opt out altogether and we ask for 1 months' notice should you wish to leave the School.

### 7. Your rights as the data subject:

You have the right to request access to your data and where data is found to be inaccurate, to have that data corrected. In certain circumstances you have the right to; have the data held about you or your child erased, have the use of it restricted, object to processing, or have your data transferred to another data controller.

If you change any contact or payment details, such as your mobile phone, email address or bank account please let us know at the earliest opportunity.

#### Children's rights under GDPR

- Children need particular attention because they will be less aware of the risks involved. At RDMA we think about the need to protect children from the outside and design all sporting operations on this basis, not only with our data management but also in the ethos of the school i.e. with our 'Friendship not Fighting' and 'Champions for Life' programmes.
- When relying on consent as the lawful basis, and where online services are offered direct to the child, in the UK only children aged 13 or over are able to provide their own consent. If they are under this age parental consent must be recorded. Our forms take this into consideration and ensure that parental consent mechanisms are put in place as well as the language being used allowing for the child's understanding.

### 8. The right to lodge a complaint with a supervisory authority:

You have the right to object to the processing of your information and to have any inaccurate information corrected. You also have a right of complaint to the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk) if you think your information has been dealt with in an inappropriate manner.