



DATA PRIVACY NOTICE FOR MEMBERS

We at the Yorkshire Gliding Club want to make sure all the personal details we hold about you are safe and secure, so we have put together this note to tell you how we make sure we just do that and what to do in case you have any questions or want to see what information we have about you. We are, what is known as, **a data controller**. This means we have control over how your details are used and who we pass them to.

Sometime organisations need to appoint an individual called a “**Data Protection Officer**” to make sure that they deal with your information correctly. We don’t need to have a Data Protection Officer, but we have decided to put together a team of people instead to make sure your details are safe. The Data Protection Coordinator is *Josephine Runciman* who can be contacted by emailing enquiry@ygc.co.uk.

1. WHAT TYPE OF DETAILS DO WE COLLECT FROM YOU?

We might collect the following **personal details** about you before, during, or after your time as a member. These can include:

- details of how we can contact you, such as your name, email address, where you live and phone number;
- your date of birth;
- your gender;
- membership details including when you signed up to be a member and any date you decide to leave us;
- details of your flying account and transaction history;
- details of bookings for flying, rostered duties and social events;
- all records of when you contacted us, or we contacted you on the phone or by email, or when you asked us to do something;
- any bank details or credit/debit card details belonging to you (or your parent or guardian for junior members), so that we can receive payments from you and details of any payments you make. These are stored securely;
- how you use our website and any user names and other things that may identify you to us online, such as cookies, traffic data weblogs and communications data. Website passwords are stored in encrypted form only;
- information that you provide to us by filling in forms on our website, such as when you register to receive information or make a purchase.
- where you have to use any swipe cards or key fobs to get into certain parts of our buildings (where issued);
- records that tell us when you were at our events or competitions;
- videos and photos of you taking part in club activities, or photos for use with our membership database;
- your hobbies, likes and dislikes so that we know what type of marketing we can send you;
- details of your passport or other ID cards;
- details of family members, next of kin and other people we might need to contact in case of an emergency;
- records of your training, flying status or ratings and awards, including any competition results and certificates held;
- what events you have attended and how well you are performing on any development/training programme you are participating in;
- any disciplinary information or details of any issues you have us or we have with you, including details of any accidents and incident reports;
- details of your flying records, taken from flight log sheets;
- details of your glider ownership, which privately owned glider(s) a member owns, has a share in or the rights to fly and registration details, including Flarm ID;
- details of flying licences, such as glider pilots licence, pilot’s licences, international and EASA licences, radio licences;
- volunteer roles, e.g. winch driver, duty organiser, tug pilot, instructor, club officer;
- details of membership of our discount schemes;
- whether a member has a caravan on site.

2. SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store and use what are known as “**special categories**” of more sensitive personal information. Such as:

- information about your health, including any medical condition, health and sickness records, medical records and health professional information.

We only collect and process special category information about you where we have a really important reason to do so. Such as:

- the processing is necessary for reasons of substantial public interest, on a lawful basis;
- it is necessary for the establishment, exercise or defence of legal claims;
- it is necessary for the purposes of carrying out the obligations and exercising our or your rights in the field of employment and social security and social protection law; or
- based on your explicit consent.

In the table below’ we refer to these as the “special category reasons for processing of your personal data”.

We may also collect criminal records information about you. For criminal records history we process it on the basis of our legal obligations or based on your explicit consent.

3. WHERE DO WE GET THIS INFORMATION FROM?

We will normally collect personal information about you when you apply for membership of our club or create an account on our site at www.vgc.co.uk. We may also collect personal information if you buy anything from us online, or when you want to talk to us on the phone, by e-mail or in some other way.

In additional, some information about you is collected from documents we have a legal duty to complete, such as flying logs and aircraft movements registers. We also use diaries and booking systems to manage your appointments with us and facilitate completing and maintaining our club duty roster.

4. HOW DO WE USE YOUR INFORMATION?

What do we use your information for?	What type of information do we use?	What reason do we have to use it (this is the boring legal bit...)
To make sure your membership with us runs smoothly and we can provide the best possible service.	All of your contact and membership details.	We need all this information to make sure we do a good job in managing your membership with us by maintaining our membership database and administering our service provision to you.
To provide you with merchandise or other services/products you have ordered from us. And to ensure that we charge you correctly for the flying that you do.	All contact and membership details. Your, or your parent/guardian’s payment information.	We need all this information to make sure you get the merchandise/products/services you asked for and to maintain accurate member accounts and financial records.
To communicate with you about important Club matters such as requests for volunteer assistance and details of club events and updating you on operational and safety matters.	All your contact and membership details.	It is in our interests to be able to communicate with you about Club needs, much of the operational running of our Club, and the delivery of events, is dependent on volunteer help.
To send you information about the type of membership you have with us, such as details about discounts, competitions and	All contact and membership details.	We need all this information to make sure we do a good job in managing your membership with us, by providing details of club social activities and any special offers that may be

special offers.		available to you.
To send you other information we think you might like or which you have asked us to send to you.	All contact and membership details and your likes and dislikes.	Only where you have told us you want to receive this type of information. If you are under the age of 13 your parent or guardian must have given their consent to allow us to send you marketing messages.
To help you if you have a question or if you are not happy with something we have done.	Contact details and any chats we have had.	It is in our interests to make sure we deal with any issues you have quickly.
We will keep all of your details on our files.	All of your personal information.	It is in our interests to hold your details on file, so we can deal with any issues with your membership and to make sure we do a good job in managing your membership. Sometimes we may have to keep your details because the law tells us we have to. If we use any ' special information ', we will only do so on the basis of one of the ' special reasons ' we talked about above.
To protect our IT systems.	Details about how you use our website.	It is in our interests to make sure that our IT systems are safe and secure for all of our users.
We occasionally carry out research on what events you have attended to understand what is 'on trend'.	Details of the events and competitions you have attended.	It is in our interests to make sure that our membership is targeted and relevant for you.
To promote the sport, our events and membership packages.	Any photos or videos of you.	We have a legitimate interest in promoting our sporting activities by using photos/videos that may feature you. Where our publications focus on you specifically, we will only use them where you have told us you are happy for us to do so.
To make sure we are keeping up with health and safety.	Details of your attendance and performance and details of any incidents or accidents you have been involved in.	It is in our interests to make sure we provide you and others like you with a safe place to enjoy our sport. Sometimes we may have to keep your details because the law tells us we have to.
To register you on to and keep track of any events and competitions you attend.	Details about your performance (but we won't use any ' special information ') and the events or competitions you have attended.	We need all this information to make sure we do a good job in managing your participation in our activities.
To arrange for any trip or transportation to and from an event.	Any ID cards or passport information you give us, details of family members and emergency contacts, you or your parent/guardian's payment information and	We need all this information to make sure we can make arrangements for any trip you go on that is organised by the club. If we use any ' special information ', we will only do so on the basis of one of the ' special

	details about your health.	reasons' we talked about above.
We might use details about your health (including any injuries or disability) to make sure you are fit to fly and generally well enough to participate in club activities.	Details about your health.	We will only use this ' special information ', on the basis of one of the ' special reasons ' we talked about above.
To put together all the information we need in case there are any disciplinary or other issues with your membership.	All of your personal information.	It is in our interests to make sure we provide you and others like you with a safe and fair place to participate in our sport. If we use any ' special information ', we will only do so on the basis of one of the ' special reasons ' we talked about above.
To ensure that our flying activities operate efficiently and safely.	All of your personal details.	It is in our interests to make sure we provide you and others like you with a safe and fair place to participate in our sport. If we use any ' special information ', we will only do so on the basis of one of the ' special reasons ' we talked about above.

In some cases, we might need the information you have given us to make sure we can do what we say we are going to do with your details. Other times, we may not need it, but if we don't have it, we may not be able to provide you with the best possible service.

If you have told us we can use your information in a certain way, you can tell us to stop using it at any time, by contacting enquiry@ygc.co.uk.

5. HOW CAN YOU STOP US FROM MARKETING TO YOU?

Sometimes we may wish to contact you by email, post or text message to tell you about things we think you might like. We will only do this if you have told us you are happy to receive these messages and you can tell us to stop at any time by using the link 'unsubscribe' at the bottom of any emails we send you or by contacting us directly for other for post, telephone or text marketing.

6. WHO MAY WE SHARE YOUR INFORMATION WITH?

We may send your details to others to help us run our organisation. These are:

- We provide annual statistics to the British Gliding Association (BGA) which includes a breakdown of the number of members by gender and age group. Although we do not send specific personal data (apart from contact details of club officers) we do process members' data to produce these statistics.
- Individuals' flying records and information on whether or not pilots have up to date medicals may be shared with the BGA should the member undertake instructor training or be the subject of an accident investigation, serious airspace infringement or Airprox (in which case the data could also be shared with the CAA and AAIB).
- Club officer details are shared with members on the club noticeboard and/or via the club website, within the private members section.
- Phone numbers and Email addresses may be shared with other members on the club roster system (Dutyman) to make it easier for members to change roster duties. Members on the Dutyman system are able to control how their information is shared via their profile.
- Member photographs and a list of who does what at the club are shared on the members' section of the club website, to make it easier for members to get to know each other and to make contact if needed.
- We sometimes publish details of flights to our website and social media channels, this may include glider details, pilot's name(s) and photographs/videos.
- Information on glider trailers is shared amongst members to enable trailers to be parked in the correct locations and for organising retrieves.
- Police, law enforcement and security services: to help them with any investigation, prevention of crime or matter of national security.

7. **ARE YOUR DETAILS SAFE?**

We have put in place lots of security measures to make sure your details don't go missing or get used in a way they shouldn't be. We have a great team of people working with us who are trained to know how to use your details securely and will only use your details when and how we tell them to.

Sometimes some of your personal details may be transferred to and stored in countries outside of the UK and the European Union, which are not subject to the laws that make sure your details are safe. Where this happens, we will do everything we can to make sure that your details are only used in the way we say they will be and are kept secure. If someone else is using your details because we have told them to, we will also make sure that we put measures in place with them to protect it.

8. **HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?**

We collect personal details from you for different reasons and so we might keep it for different lengths of time. For example, we might have to keep it for a long time for legal reasons, but most of the time, we will keep your details for 7 years after you last get in touch with us.

It is important to make sure that the details we hold about you is accurate and up-to-date, so make sure you let us know if anything like your email address or phone number changes. You can normally do this through our office staff.

9. **WHAT ARE YOUR RIGHTS?**

You can ask us:

- to tell you how your details are being used;
- to provide you with a copy of all details we hold on you;
- to correct some of the details we hold if they are not correct or out of date like your contact details for example;
- to delete all of the details we hold on you (unless we have a good reason not to!);
- to stop using your details in a certain way;
- to send your details to you or another organisation or club.

Some of the rights may not always apply to the personal details we hold for you as there are sometimes requirements and exemptions attached which means we need to hold on to certain information and other times the rights may not apply at all.

More information about these rights can be found online at <https://ico.org.uk/for-the-public/>.

10. **WHAT HAPPENS IF WE NEED TO CHANGE THIS NOTICE?**

Keep an eye out for changes to this notice online. If we make big changes the version number and date at the bottom of the notice will be updated. Of course, where we are required to do so by law, we will ask for your permission before we change the reason for using your details.

11. **HOW CAN YOU GET IN TOUCH?**

If you have a question or a complaint, you can always get in touch with one of our team at:

The Yorkshire Gliding Club, Sutton Bank, Thirsk, North Yorkshire, YO7 2EY marking it for the attention of the Data Protection Coordinator.

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