



**WOKINGHAM  
BOROUGH COUNCIL**

## **Privacy Notice Countryside Services**

This notice, in conjunction with Wokingham Borough Councils overarching privacy statement, explains when as a service we collect personal information, what we use your data for, who has access, who we share it with, and what your rights are.

### **Who are we?**

Countryside Service  
Dinton Pastures Country Park,  
Davis Street,  
Reading,  
Berkshire,  
RG10 0TH

### **What is the lawful basis for processing the information?**

The lawful basis for processing your information is in fulfilling a contract to provide you with a service. This could be a membership or for attending a single class or course, and collecting payment of fees for this. We will process your information by consent when you contact us voluntarily to enquire about services that we provide, and to sign up to any newsletters. The Countryside Service follows the below legislation:

- Adventurous Activities Licensing Regulations 2004

### **How do we collect information from you?**

Information is collected from you as the service user via online web forms, hard copy documents, e-mail, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf, e.g. a parent providing details for a child to be signed up to the service.

### **What type of information is collected from you?**

The service collects and processes a range of information about you. The information is provided to enable the Countryside Service to carry out its duty and functions, provide you with a service, and continue to make service improvements.

We will collect the following information in relation to;

**Membership and Waiting List Forms:** Surname, Forename, Title, Age, Address, Postcode, E-mail, Phone number, Car registration, and Boat storage details.

**Mobility Scooters:** Surname, Forename, Title, Age, Address, Postcode, E-mail, Phone number. Medical details related to used of mobility scooter and emergency contact details for scooter users.

**Activity Consent Forms:** Surname, Forename, Title, Age, Address, Postcode, E-mail, Phone number, Participants Date of Birth and Gender. Relevant medical information of activity users (e.g. details of further illness, injuries or medication), and Doctor surgery details.

We will also collect Surname, Forename, and Phone number of a nominated emergency contact, and any further relevant information that the participant taking part in an activity has

requested; such as Additional needs. The boat hire consent form has less personal information requirements. The service uses opt in tick boxes for marketing and photograph permissions.

**Online Booking and Group Booking Forms:** Purchaser Surname, Forename and Title; Address, Postcode, E-mail, Phone number. Participant(s) Surnames, Forenames and Date of Birth. We will also collect the number of participants, the Date(s) and time(s) of the activities booked, and the participant Registers for the day are created from the online booking system.

You will be informed of any other data we collect, that is not listed in any of the above, orally or through email at the time of collection of the data.

### **How do we use the information you have provided?**

All information provided is used by Wokingham Borough Council for the purposes of providing you with a service. This includes:

- Issuing you with a membership; such as Fishing syndicate, Activity Centre, and Mobility Scooter
- Managing and monitoring membership places, and filling vacant places arising
- Collection of monies owed to us by you whilst using our services
- Used to participate in classes and courses
- Used to verify the physical suitability of a person to use a mobility scooter
- Registering and monitoring attendance of courses, events, and promotions
- Responding to enquiries and other matters
- Ensuring emergency contact details are available
- Providing you with updates about our services and signing up to our marketing mailings
- Analysing statistical data for service development purposes (usually anonymised)

### **Who has access to the information about you?**

Your information is managed by staff employed within Countryside Services, including Dinton Activity Centre Staff. Your information may also be shared with officers from other service areas for assistance with these matters. All personal data is stored securely; we have in place security which are intended to ensure, as far as possible, the security and integrity of all personally identifiable information.

Your data is stored securely on our systems and accessed only by authorised officers of Wokingham Borough Council by using their own Username and Password all created in-line with pre-defined user credentials. Personal data is also held in electronic files on the Councils network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, and any exchanges of information carried out once we are in receipt of your data will be done securely.

Any personal data held in paper format is held in lockable filing storage, and accessed only by authorised officers, as is data held on audio or CD/DVD media. Data may be stored in paper form and is always secured in lockable cabinets when not in use. Access to Council sites is also secure requiring a person electronic pass (lanyard) to access staff only areas.

## **Who we may share your information with?**

When contacting Countryside Services to gain access to the services that we provide, your information will be shared with other Council staff to the extent required to provide you with the service you have requested.

To ensure that information is held continued to be held securely and that accuracy is maintained, there will also be instances where our system suppliers will need to access individuals personal information. This will be on a strict need to know basis and all contracts have confidentiality clauses built in.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

The Council will not transfer your information to countries outside the European Economic Area (EEA) unless this is necessary, and only to countries which have sufficient safeguards in place to protect information.

Information will be shared internally if required for better performance and efficiency of Council services and the welfare of individuals.

Wokingham Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

## **How long do we store your information?**

The duration that the Council will hold information, and what happens at the end of that period, are as described within the Councils corporate retention schedule available on our website: [www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement](http://www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement)

## **Does the service utilise automated decision-making?**

Countryside Service does not utilise automated decision-making in the services that it provides.