



## MONMOUTHSHIRE COUNTY COUNCIL DATA PRIVACY NOTICE

**Directorate:** Enterprise  
**Service Area:** Tourism, Leisure, Culture & Youth Services  
**Contact Details:** [dataprotection@monmouthshire.gov.uk](mailto:dataprotection@monmouthshire.gov.uk)  
**Privacy Notice Name:** MonLeisure Enquiry Form.

### How we will use your information

#### Who will have access to your information?

The Data Controller for your information is Monmouthshire County Council.  
Email: [dataprotection@monmouthshire.gov.uk](mailto:dataprotection@monmouthshire.gov.uk).

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

#### Requests for information

All recorded information held by Monmouthshire Council may be subject to requests under the Freedom of Information Act 2000 and General Data Protection Regulation including any other Data Protection law.

If the information you provide is subject to such a request, where possible Monmouthshire County Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

#### How long will we retain your information?

Monmouthshire County Council will retain the information for the duration of the enquiry and until such time that you inform us that you no longer wish to join/enrol/book a specific product i.e. Swimming Lessons, Membership, Birthday Parties or Children's holiday Activities.

#### Is automated decision making/profiling used?

We will use your information occasionally to capture and analyse performance of marketing. The customers personal details will not be included in this process i.e. how many enquiries received during a specific timeframe.

Generally, there are no decisions made in Monmouthshire County Council that solely rely upon automated decision making or "profiling" alone. For further information contact [dataprotection@monmouthshire.gov.uk](mailto:dataprotection@monmouthshire.gov.uk)

#### Marketing

Marketing consent is available during the online enquiry process for the customer to receive information (keep you up to date with news, events and special offers across Tourism, Leisure, Culture and Youth Services within Monmouthshire). You will / have been provided with details of the marketing that Monmouthshire County Council would like to carry out, together with any options such as how you would like to be contacted. You are able to withdraw your consent to marketing at any time by contacting the Service Area details on the top of this form.



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### **Your Rights**

**Your rights under the General Data Protection Regulation are:**

The right to be informed  
The right of access  
The right to rectification  
The right to data portability  
Rights in relation to automated decision making and profiling.  
The right to compensation if Monmouthshire County Council fail to comply with certain requirements of General Data Protection Regulation in respect of your information.  
For further information please refer to [www.ico.org.uk](http://www.ico.org.uk)

### **Complaints Procedure**

If you object to the way that Monmouthshire County Council is handling your data, you have the right to complain. Please contact the Service Area detailed at the top of this document outlining your issues. Please follow this link for further information on the **complaints process**.  
If you remain unhappy you also have a right to complain to the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

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## **Data Privacy Summary Notice**

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### **How we will use your information**

Processing of your personal data by Monmouthshire County Council (MCC) is necessary to provide a professional and customer lead service . Without this information, Monleisure within MCC will not be able to fulfil or respond to any customers enquiries.

Your details will be legitimately shared with MonLeisure (internal departments) only for the reasons mentioned above in a safe and secure manner. From time to time it may also be necessary that we share your personal details with external organisations or companies to assist with the



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distribution of marketing materials but only if we have your explicit consent to do this. Your personal details will not be shared further, unless in relation to safeguarding or other legal obligations.

Your records will be safely stored and retained in line with our retention policy, unless we need to retain under another lawful basis.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right to complain if you are unhappy with the way your information is being processed. For further information on how we process your information and your rights please click the following link:

Should you need to make a complaint about the way your data has been processed, please contact [dataprotection@monmouthshire.gov.uk](mailto:dataprotection@monmouthshire.gov.uk) or if you are not fully satisfied you may contact the Information Commissioner's Office online at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or via their helpline: 0303 123 1113