



Milton Keynes Dons SET

Privacy Policy.

Introduction

The MK Dons Sport and Education Trust (“we”, “us”, or “our”) is committed to protecting and respecting the personal data that we hold. This privacy notice describes how we collect and use personal data, and also provides information about your rights when you share your data with us, either directly or through another organisation. We collect and process personal data for a number of purposes and this notice sets out the ways we collect, process, use, share and dispose of personal data for each of those purposes.

The personal data we gather is provided either directly from you as an individual or from a third party acting on your behalf (parents on behalf of their children, affiliated sports club/schools/community organisations on behalf of young service users etc).

Where we receive personal data that relates to an individual from a third party, we request that this third party informs the individual of this notice.

Data we collect and how we use it

We need to collect and use personal information to provide our services in a safe and effective manner.

If you want to receive our Newsletter: You submit your name and email address to us. We store this information in a secure database and use the information to email you our newsletter every month. The information is used for no other purpose and each edition will give you the option to unsubscribe if you no longer want the information.

If you want more information our Education Courses: You submit your name, email and phone number (optional). We send you a link to download the course prospectus. We hold your data in a secure database and will send you further information and updates specifically about similar courses. We will not contact you about anything else and you will have the opportunity to unsubscribe on every communication.

If you want to book a course or activity: You request a place on a course by submitting your name, email and phone number, either directly with a member of our customer service team or through our booking portal. We will send you details about the upcoming course/activity and general information about the Trust. We will give you the opportunity to opt in to receiving our newsletter. If you ‘Contact us’ for further information. You submit an enquiry via our contact form. We receive an email and the data you submit is stored in a database. Once your enquiry is deemed complete we will delete this data unless you opt-in to receive further information.

Keeping your information safe

Our people are trained to take the security of data we hold seriously.

We regularly review our policies and procedures to make sure our security measures are suitably robust.

All information you provide to us is stored on our secure servers either on our premises or with secure external providers.

We cannot take responsibility for your information until it has been received by us. The internet is not completely secure so we cannot guarantee the security of your data while it is being transmitted to our site. Once we have received your information, we will use strict procedures and security features to avoid unauthorised access.

Why do we process data?

Where data is collected, it is used for a number of purposes, as follows;

To administer courses – we use the data you provide us when running our courses. This includes taking registers, holding emergency contact details and keeping a track of payment details.

To satisfy our funders – as a charity we get money from a variety of sources, such as the government, the big lottery and other national bodies. We share some information with these bodies to satisfy them that their funds are being used appropriately. This tends to be general information about numbers and ages of participants rather than specific details about individuals.

To keep in touch – we produce a newsletter and send this to those of you who have asked for it. We occasionally send out information about other courses which might be interesting to you but you can always ask us to stop doing this.

To plan our programmes and services – we want to know that we are providing the right kind of programmes and services, and so do our partners. We analyse data to understand who uses our services and why.

To keep users safe – we process data to make sure the adults who work on our programmes are suitable to do so. We also share information with the authorities when we are worried about the welfare of a child or adult who is at risk.

How long do we hold data for?

If we use your personal data to keep in touch with you, we make sure we ask you if you want to continue to be contacted each time we send you a correspondence. If you chose to unsubscribe, we will remove your information from our database within 28 days.

We retain information about attendance at events for three years after the event has concluded.

We keep any financial document, including invoices and banking information for 7 years.

Data may be held for longer periods where required by law or regulation and in order to establish, exercise or defend our legal rights. In general we hold this information for 10 years.

We hold some anonymised data indefinitely for our own records and business development purposes.

When there is a legal or regulatory need to keep personal data, it will be securely archived with restricted access.

We will periodically review this data, to ensure that it is still relevant and necessary.

Your Rights

You have certain rights over your personal data.

- You may request access to your personal data held by us.
- You may ask us to correct personal data submitted to us.
- You may request that we erase your personal data.
- Where we process personal data based on consent, you may withdraw your consent at any time.
- You may request information about any automated data processing that we may undertake.

If you wish to exercise any of these rights, please send an email to our data controller at john.cove@mkdonsset.com

Complaints

We hope that you won't ever need to, but if you do want to complain about our use of personal data, please send an email with the details of your complaint to John Cove (John.cove@mkdonsset.com). We will look into and respond to any complaints we receive.

You also have the right to lodge a complaint with the UK data protection regulator, the Information Commissioner's Office ("ICO"). For further information on your rights and how to complain to the ICO, please refer to the ICO website <https://ico.org.uk/concerns>

If you have any questions about this privacy statement or how and why we process personal data, please contact us at: info@mkdonsset.com

This privacy statement was last updated on 11/01/23