



(general privacy notice) for a form collecting personal information: This general privacy notice complements any form that details the information we collect from you, what we do with it, and who it might be shared with.



(controller) who we are: Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of any personal information collected by us that is necessary for our processing purposes. Please see the **contact us** section overleaf for details of our data protection officer. Glasgow Life as a charity delivers cultural, sporting and learning activities on behalf of Glasgow City Council, inspiring Glasgow's citizens and visitors to lead richer and more active lives.



(purposes) why do we need your personal information and what do we do with it? We only ask for the minimum personal data necessary to provide the service you request or are entitled to, and in most cases, includes but is not limited to, your name and contact details and other personal data required. The purpose of processing is the service or entitlement for which the information is being collected, and your personal data will not be used for another purpose, unless further specified on the form collecting the information, or otherwise provided to you as appropriate, or as provided for by law. Please refer to the **specific purposes** on the form for further processing of your information. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.



(legal basis) for using your information: Processing non-sensitive personal information is carried out under one or more of the following:-

- a) Necessary for the performance of a task carried out in the public interest by Glasgow Life
- b) Necessary for the performance of a contract with you (or to take steps to enter into a contract with you)
- c) Necessary for compliance with a legal obligation to which Glasgow Life is subject
- d) On the basis of your consent
- e) Necessary to protect the vital interests of you or another person
- f) Necessary for the legitimate interests of Glasgow Life or a third party, except where such interests are overridden by your interests, rights or freedoms

If you do not provide us with the information, we have asked for based on (a) public task or (b) contract then we may not be able to provide the service you request or are entitled to. Please refer to the specific

legal basis relied upon for the specific processing purposes that is further stated on the form.

Any prohibited data collected must be processed under an additional lawful basis. If this is being processed it will be specified on the form.



(sharing) who do we share your information with? We are legally obliged to safeguard public funds and are therefore required to verify and check your details internally or with other public bodies for fraud prevention purposes. We are also legally obliged to share certain data with other public bodies and will do so where the law requires this. We will also share necessary and proportionate information with other regulatory and law enforcement bodies to comply with any lawful request they make or if it is in our own legitimate interests to provide information to them. We may share necessary and limited information with our processors who provide or support some of the services we deliver. We will only share this information if we are confident that they will follow our written instructions under a written agreement that safeguards and assures your rights. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. If any **specific sharing** of your information is to be carried out with other parties this will be stated on the form along with the legal basis being used. We will not sell or rent your information to third parties.



(international transfers) if any apply: This will be stated on the form along with the details of the safeguards we have in place. Glasgow Life will not transfer your personal data to other countries or international organisations without adequate data protection.



(storage) how long do we keep your information for? We only keep your personal information for the minimum period necessary. Sometimes this time period is set out in law, but in most cases it is based on business need. We maintain a records retention schedule which sets out how long we hold different types of information. You can view this on our website at www.glasgowlife.org.uk/lrs or you can request a hard copy.



(other persons) information you have given us: If you have provided anyone else's details on a form, please make sure that you have told them that you have given their information to Glasgow Life and how they can **contact us** (see overleaf) if they require any information on why we need to use it or how they can exercise their rights (see **your rights** overleaf).



(children): Depending on age requirements or the nature of service requested, where it is necessary to process a child's personal information on the basis of consent, we may need the consent of the person with parental responsibility for the child. This will be specified on the form if applicable.



(contact with you) and personalisation preferences for direct marketing purposes: You may choose to opt in or to restrict the collection or use of your personal information for direct marketing purposes, which includes personalisation. Whenever you are asked to fill in a form, look for the box that you can tick to indicate that you consent to hear from us. If you have previously consented for marketing purposes, you can withdraw your consent by contacting us, or for every electronic marketing message we send you, there is also an unsubscribe link, and where applicable, a link where you can update all your preferences and personalisation options in a user preferences control portal. We do not intentionally contact children under 13 without the consent of the person with parental responsibility (see **children** above). Keep in mind, even if you unsubscribe, we may still need to contact you.



(monitoring) and statistical research: Some information is analysed after collection and during use to provide anonymised statistical information to help improve services, monitor equality and other similar purposes. This is carried out with safeguards in accordance with our Information Use and Privacy Policy.



(payment facilities): A payment card or direct debit instruction can be presented by a user, to a payment processing service or device which we subscribe to. We do not process the card number details directly but do store bank account details where you have requested that we collect payment by direct debit. For one-off card payments on behalf of a cardholder, our staff may occasionally enter payment card details into a payment processing service or device. If our staff enter cardholder details on behalf of the user, it is entered only as instructed and not recorded or stored in any permanent form.



(our security / promise): around how we handle your data: We understand that you care about your privacy and we take this responsibility seriously. Glasgow Life will always respect and treat your personal information with the due care that you have entrusted us. We promise to take all reasonable steps to keep your details secure by ensuring appropriate technical and organisational measures are in place to safeguard your information.



(your rights) under data protection law:

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. You may ask us to correct any personal information.
- **deletion of your information** – you have the right to ask us to delete personal information.
- **objecting to how we may use your information** – you have the right to tell us to stop using your personal information.
- **restricting how we may use your information** – in some cases, you may ask us to restrict how we use your personal information.
- **withdrawing consent to use your information** – where we use your personal information with your consent you may withdraw that consent and we will stop using your personal information for the purpose(s) it was given.

Please see **contact us** if you wish to exercise any of these rights.



(contact us): You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: dataprotection@glasgow.gov.uk; and by telephone on: 0141 287 1055.

For any other Glasgow Life enquiry or service complaint (not about a data protection matter) you can submit online at: www.glasgowlife.org.uk/contact-us; or email at: info@glasgowlife.org.uk; or telephone 0141 287 8977 (for service complaints) or 0141 287 4350 (for general enquiries).



(complaints): Our data protection officer aims to directly resolve all complaints about how we handle personal information. See **contact us** above. However, you also have the right to lodge a complaint about a data protection matter with the Information Commissioner's Office by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Website for more information: <https://ico.org.uk/concerns>



(more information): There is more detail on how Glasgow Life processes personal information on our website at: www.glasgowlife.org.uk/privacy. Need this in large print, braille or audio? Ask a member of staff for assistance; visit www.glasgowlife.org.uk/accessibility; or contact us as above.



Glasgow Life (and its sub-brands) are operating names of Culture and Sport Glasgow ("CSG") a Scottish charity (No SCO37844) incorporated under the Companies Acts and limited by guarantee, registered in Scotland with Company No SC313851. Culture and Sport Glasgow (Trading) CIC ("CSG CIC") is a trading subsidiary of CSG, a community interest company, registered in Scotland with Company No SC313850. CSG and CSG CIC (registered office at 220 High Street, Glasgow, G4 0QW) are collectively referred to by CSG's operating name "Glasgow Life" for the purposes of our privacy statement and privacy notices (available at: www.glasgowlife.org.uk/privacy). Glasgow Life delivers cultural, sporting and learning activities on behalf of Glasgow City Council, inspiring Glasgow's citizens and visitors to lead richer and more active lives.