

## Privacy Notice (Customer Information)

New College Durham Academies Trust collect and hold data on customers to ensure payment is received for goods and/or services that the Trust have provided.

### The categories of customer information that we collect, process, hold and share include:

- personal information (such as name, address, telephone number, email address)
- special categories of data (such as gender, age, medical history and disability information)
- payment information (such as bank details and direct debit information)

### Why we collect and use this information

We use customer data to:

- contact customers regarding services
- marketing new initiatives
- assess approval of membership to sporting activities including the gym
- provide information to medical services in the case of an emergency
- send invoices to customers
- bookings
- take payments for memberships
- support internal and external audit

### The lawful basis on which we use this information

We collect and use customer information under GDPR, Article 6(1), where the data subject has given consent to the processing of his or her personal data for one or more specific purposes. Under Article 9(2) of the GDPR, customer personal data will only be processed where the data subject has given their explicit consent for the purposes of meeting our obligations of care.

### Collecting this information

Whilst the majority of information you provide to us is mandatory, some information is provided to us on a voluntary basis. In order to comply with data protection legislation, we will identify at the point of collection, which information is mandatory or voluntary.

### Storing this information

We will hold customer data for a minimum of 6 years plus current year, contractual data will be kept as long as contractually necessary.

### Who we share this information with

We routinely share this information with:

- |                           |                              |                            |
|---------------------------|------------------------------|----------------------------|
| • National Health Service | • Net Bank                   | • Auditone (auditors)      |
| • Police Service          | • EZ Facility                | • Debt Collection Services |
| • Lloyds Bank             | • Wylie & Bissett (auditors) |                            |

### Further Information

If you would like to discuss anything in this privacy notice or withdraw your consent, please contact:

Christine Connolly, [dpo@ncdat.org.uk](mailto:dpo@ncdat.org.uk), Data Protection Officer.