



## Privacy Policy - Service Users (GDPR)

**Crusader Community Boating (CCB)** specialises in boat trips which enables everyone regardless of age, physical or mental ability to experience the fun and beauty of our waterways in Northamptonshire on the Grand Union Canal on our boats Mountbatten and River Nene on our boat Community Spirit. The service is run by fully trained crew volunteers and funded through hire charges and voluntary donations. Subsidised trips are available for eligible groups.

Crusader Community Boating is a registered charity run by its trustees.

### Privacy

It is important that the personal details of everyone involved with CCB are kept safe. This policy outlines how and why your personal data is used so that you remain informed and in control of your information.

### Why your personal data is collected

Personal data is collected so that CCB can keep in touch with all individuals and groups who use their services.

Personal data is only collected, stored and used for an identified purpose:

1. To inform all individuals/groups of plans at the beginning of each new season.
2. To enable individuals/groups to book trips and confirmations to be sent out.
3. To enable essential contact records of individuals/groups wishing to participate in trips to be kept up-to-date.

### What personal data is collected? How is it collected?

CCB only collects the following basic personal information from individuals/groups.

Name of Organiser, Organisation Name (where relevant), Email address, Telephone number(s) – mobile and/or landline, Name and Mobile Number of Person Leading the trip on the day (if different).

Personal data is collected by online booking form, email, in person and/or by phone.

CCB does not collect or store sensitive personal data.

### How personal data is stored

Current personal information data is stored electronically.

Out-of-date personal data is deleted, e.g. when an individual or group no longer wishes to be involved with CCB. This is monitored by non reply over two consecutive years.

## **Who your personal data is shared with**

Basic personal data is shared with:

1. The Boatmasters responsible for individual day trips.
2. Treasurer – for payment of cheques.
3. Client Manager for Booking Administration

Personal data is not shared with any third party.

## **Your rights**

All individuals/groups have the right to control their data. Your rights include:

1. The right to be informed

This policy outlines how your data is obtained, stored and used.

2. The right to access

If anyone would like to obtain a record of the personal data which is held on them, through a Subject Access Request, the Client manager will respond within a month.

3. The right to rectification

Inaccurate or incomplete information will be updated.

4. The right to erase

Any individual/group can ask to have information/partial information removed from records. It is important that individuals/groups understand that some information is mandatory for a booked trip to take place.

- .5 The right to restrict processing

Individuals/groups can ask CCB to stop using their personal data.

6. The right to object

Individuals/groups can ask to be excluded from specific activities.

## **Consent**

All individuals/groups are asked to give their consent to their information being collected, stored and processed as outlined in this policy.

Consent is given when your online Booking Form is submitted.