



# PAL FITNESS EDUCATION

COMMUNITY INTEREST COMPANY

## PAL Fitness Education CIC - Privacy Policy

**Version: 2**

Review date	Key changes/amendments
31/03/2025	
31/03/2026	Updated contact and company information, added more detail on sharing data.
30/03/2027	

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## 1. Introduction

This Privacy Policy explains how PAL Fitness Education Community Interest Company (PAL CIC) collects, uses, stores and protects your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. In this policy we explain when and why we collect personal information about people who engage with us, how we use it and how we keep it secure.

By using our services, website and any other PAL service, you are agreeing to the terms set out by this policy.

## 2. Who We Are

PAL Fitness Education Community Interest Company (PAL CIC), based in Worcestershire supporting children and families who experience disadvantage.

Trading address: at 9 Connaught, Worcester, Worcestershire, United Kingdom, WR5 3DR.

## 3. What Personal Data We Collect

We may collect personal information including your name, contact details, demographic data, communication preferences, and information required for participation in our Programmes.

We obtain information about you in several ways, for example when you use our website, when you book onto a session, contact us about our services and products, when you apply for a job, when you attend one of our events or volunteer or if you have agreed to receive one of our email updates or newsletter.

The personal information we collect might include some or all the following: your name, job title, organisation name and address, home address, phone number, email address. If you attend an event or service from us, we will collect some financial data, health data and medical data. If you pay for anything by card your card information is not held by us. It is collected by our third-party payment processors who specialise in the secure online capture and processing of credit/debit card transactions.

We may use your information to:

- Process a donation, sponsorship or fundraising payment that you have made
- Process orders that you have submitted
- Process competition entries
- Seek your views and comments about services that we provide
- Notify you of changes to our services



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- Send out communications which you have requested or that maybe of interest to you. This may include information about activities, fundraising activities or promotion of our goods and services.
- Report on our services
- Processing of a job/volunteer application

## 4. How We Use Your Data

We use your data to deliver services, ensure health and safety, maintain compliance with funders, manage communication, and improve programme quality.

### Who has access to your information?

- We will not sell or rent your information to third parties
- We will not share your information with third parties for marketing purposes
- Data is shared with relevant partners where necessary, such as funders and local authority. However, it is PAL's responsibility to only share this when it is necessary to deliver services or enhance the quality of your experience with PAL, guided by point 5 in this document.

## 5. Lawful Basis for Processing

We process personal data under lawful bases such as consent, contractual necessity, legitimate interests, and legal obligations.

## 6. Data Sharing

We only share data where necessary, for example with funders or approved third-party partners supporting programme delivery. These organisations are vetted with a due diligence process taking place before any data is shared. You can opt-out of non-essential sharing by emailing [info@pal-fitness-education.org.uk](mailto:info@pal-fitness-education.org.uk).

Some Programmes require mandatory data for participation.

## 7. Your Rights Under UK GDPR

You have the right to access, correct, restrict, erase or transfer your data. You may withdraw consent at any time.

## 8. Data Security

We implement technical and organisational measures to safeguard your information, including encryption, secure access controls and staff training on data protection.



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## **9. Data Retention**

We retain personal data only as long as necessary for programme delivery, legal compliance, or funding obligations. Retention periods vary depending on the data type.

## **10. Contact Information**

You have a choice about whether or not you wish to receive information from PAL. If you do not want to receive direct marketing communications from us about the work we do and our products and services then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email. For data enquiries, please contact: [info@pal-fitness-education.org.uk](mailto:info@pal-fitness-education.org.uk)

## **11. Updates to this Policy**

This policy is reviewed annually or sooner if legislation changes. Updated versions will be published on our website.