

# Privacy Notice

**Last updated:** November 2025

## 1. Who We Are

RWB Otters (“we”, “our”, or “us”) is a community sports club based in Royal Wootton Bassett. We are committed to protecting your privacy and ensuring your personal data is handled safely and responsibly.

This Privacy Notice explains how we collect, use, and protect your personal data when you visit our website [www.rwb-otters.co.uk](http://www.rwb-otters.co.uk), contact us, or take part in club activities.

## 2. What Information We Collect

We may collect and process the following types of personal information:

- **Contact details** (e.g. name, email address, phone number)
- **Membership details** (e.g. date of birth, emergency contact, relevant medical information for participation)
- **Website usage data** (e.g. cookies, IP address, browser type, pages viewed)
- **Photographs and media** (where consent has been given)

## 3. How We Use Your Information

We use your information to:

- Manage club membership and communicate with members
- Respond to enquiries sent via our website
- Organise training sessions, matches, and club events
- Ensure participant safety and welfare
- Improve our website and online services
- Comply with legal or safeguarding obligations

## 4. Legal Basis for Processing

We process your personal data under one or more of the following legal bases:

- **Consent** – when you agree to us using your data for specific purposes (e.g. photos, marketing)
- **Contractual necessity** – to manage your membership or participation
- **Legal obligation** – to comply with safeguarding, insurance, or data protection laws
- **Legitimate interests** – to manage and promote the club effectively

## 5. How We Store and Protect Your Data

Your personal data is stored securely and only accessed by authorised volunteers or staff. We take appropriate technical and organisational measures to prevent unauthorised access, loss, or misuse of your data.

## 6. Sharing Your Information

We do not sell or share your personal data with third parties for marketing purposes.

We may share your information with:

- Sporting bodies such as Swim England (for membership and insurance)
- Event organisers or partner clubs (for competitions)
- IT service providers (for website or email hosting)

All third parties are required to handle your data securely and in compliance with data protection laws.

## 7. Cookies

Our website uses cookies to improve your browsing experience and understand website traffic.

We also set a functional cookie that remembers when you have acknowledged the cookie banner, so it is not shown again on your next visit. This cookie does not collect any personal data, is used solely for this purpose, and the information is not shared with anyone.

You can control or delete cookies at any time through your browser settings.

## 8. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Withdraw consent at any time (where applicable)
- Object to or restrict processing of your data
- Lodge a complaint with the **Information Commissioner's Office (ICO)** at [www.ico.org.uk](http://www.ico.org.uk)

## 9. Contact Us

If you have any questions or wish to exercise your data rights, please contact via: [www.rwb-otters.co.uk](http://www.rwb-otters.co.uk)