

# Privacy notice – Leisure, Culture and Tourism

## Who we are?

Derby City Council – Leisure Culture & Tourism services are also known as 'In Derby' (incorporating 'Derby LIVE', 'Derby Active', 'Derby Arena', 'Derby Parks', 'Derby Libraries', 'Livewell', 'Visit Derby', 'Derby Folk Festival' and 'Live Tickets'). Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at [data.protection@derby.gcsx.gov.uk](mailto:data.protection@derby.gcsx.gov.uk)

## How do we collect information from you?

We collect information from you when you visit [inderby.org.uk](http://inderby.org.uk) [derbylive.co.uk](http://derbylive.co.uk) [derbyarena.co.uk](http://derbyarena.co.uk) [derbyfolkfestival.co.uk](http://derbyfolkfestival.co.uk) [visitderby.co.uk](http://visitderby.co.uk) [livetickets.org](http://livetickets.org) [livewellderby.co.uk](http://livewellderby.co.uk) and [derby.gov.uk](http://derby.gov.uk); also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, talk to us face to face, or you visit or engage with our facilities, services and activities.

## What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), other more sensitive health and disability data connected to your health and wellbeing or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

## Information obtained from third parties

We also collect data from some of our partners that provide services for us or make referrals to us. These include Lawn Tennis Association (through ClubSpark), GolfNow (through Teeofftimes), UK Footgolf, The Royal Derby Hospital, NHS workers, Derbyshire Fire & Rescue service and Derby Drug and Alcohol Service.

## How is your information used?

In accordance with our contractual obligations and legitimate interests we may use your information to:

- Administer your ticket sale, membership, application or booking, including any health or disability information you provide to us in order to deliver services with your needs in mind
- Contact you if there are any important changes to your booking, membership or the services we provide to you
- Respond to information you have asked for
- Ensure we know how you prefer to be contacted



- Where relevant check information you have provided or information about you that someone else has provided with other information we hold to detect fraudulent application and to protect public funds
- Promote our services using information you provide to us for this purpose

In accordance with our legitimate business interests we will:

- Tell you about changes in our services or new services, events and offers that we think you'll find of interest
- Keep a record of your relationship with us
- Analyse your personal information to create a profile of your interests and preferences so that we can contact you with information most relevant to you.
- Occasionally undertake customer research to help us understand how we can improve our services or information.
- Use images and videos taken at our facilities, and where our services and activities take place to promote our services, facilities and activities

If you would rather NOT receive postal or telephone communications from us about relevant services, you can ask to be removed from these – find out how at [inderby.org.uk/preferences](http://inderby.org.uk/preferences) or email us at [inderby@derby.gov.uk](mailto:inderby@derby.gov.uk) or call us on 01332 640640.

When supplying your email address as part of a booking, you will be given the option to 'opt-out' of digital marketing communications (e.g. email and digital advertising) about similar services, and unless you do so we will continue to send you information of this kind. You can also choose to opt-in to our email communications about specific services at any time. You can opt-out at any point, using the unsubscribe link on each email, or by contacting us.

If you feature in an image or video we will have taken reasonable steps to seek your consent and/or to inform you. You can object to the use of an image or video that features you by emailing [inderby@derby.gov.uk](mailto:inderby@derby.gov.uk).

## **Research & Statistics**

Anonymised & pseudonymised data may be used for research & statistical purposes. Any Data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

## **Who has access to your information?**

We will not share any personal details with any other third parties without your agreement, unless required in order to fulfil our contract with you, or allowed to by law.

In general, the third-party providers used by us to fulfil our contract with you will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us. These providers include our Booking and Membership Systems providers and operators, Email and Mail distribution services.



We have agreements in place with each to ensure that your data is secure at all times, and cannot be accessed or used for any other purpose. Livewell may share your information with your GP practice where relevant to the services we have provided to you or that you have requested.

When booking a ticket at Derby LIVE you may be given the choice to also hear from the artistic company or promoter of the event you have booked to see. Where you explicitly agree for us to do so, we will pass your data to the relevant company and they will be in touch with you to communicate their own Privacy and Data Policy. You can opt-out at anytime by contacting them directly.

We may share personal information with other organisations appropriate to the booking, service or membership, including [The Audience Agency](#), [Sport England](#), [Swim England](#), [Purple Seven](#), Ramblers, East Midlands Library consortium partners, [NHS Digital](#), [Southern Derbyshire CCG](#), [Derby County Community Trust](#), [University of Derby](#), [Derby Teaching Hospitals NHS Foundation Trust](#) and [Derbyshire Fire & Rescue](#) who use this to analyse patterns of participation, attendance, health & wellbeing for national and regional research or monitoring purposes.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes without your explicit consent.

### **What are your rights in relation the personal data we process?**

**Access** – you can request copies of any of your personal information that is held by the Council.

**Rectification** – you can ask us to correct any incorrect information.

**Deletion** – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

**Portability** – you can ask us to transfer your personal data to different services or to you.

**Right to object or restrict processing** – you have the right to object to how your data is being used and how it is going to be used in the future.

**Right to challenge automated decisions** - you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

### **What security precautions are in place to protect the loss, misuse or alteration of your information?**

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.



## Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

## How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at [derby.gov.uk/retention-schedule/](http://derby.gov.uk/retention-schedule/). We will comply with the Data Protection Act 2018.

## Cookies

### What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them, by visiting our cookies pages at [In Derby](#), [Derby LIVE](#), [Derby Arena](#), [Visit Derby](#) and [Livewell Derby](#).

As with most websites, we receive and store certain details whenever you use our website. We use 'cookies' to help us make our site – and the way you might use it – better. Cookies mean that a website will remember you and enable online transactions. It also helps us understand how you use our website, where we can make improvements and how best to tell our users about events and services they might be interested in.

From time to time, for certain marketing campaigns, you may receive personalised online advertising after visiting our website. For example, we work with agencies to create relevant advertising for future concerts, and this might appear on your device based on non-personally identifiable information such as your device's IP address. Many of these online adverts allow a facility to opt-out or refine your preferences to make advertising more relevant to you.

We use social media to broadcast messages and updates about events and news. On occasion we may reply to comments or questions you make to us on social media platforms. You may also see adverts from us on social media that are tailored to your interests. Depending on your settings or the privacy policies social media and messaging services like Facebook, LinkedIn or Twitter, you might give third parties (like Derby Live) permission to access information from those accounts or services.

## Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand, whenever you provide us with personal information.



## Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

**By Post:** Information Governance

The Council House  
Corporation Street  
Derby, DE1 2FS

**By phone:** 01332 640763

**By email:** [Data.protection@derby.gcsx.gov.uk](mailto:Data.protection@derby.gcsx.gov.uk)

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,  
Cheshire, SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number. Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

