

BRADFORD ACADEMY TRUST – JOHN CRAIG CENTRE CUSTOMER PRIVACY NOTICE

This privacy notice is intended to inform customers and visitors of the John Craig Centre (JCC) regarding the methods and reasons for processing your personal data. It includes when we process information relating to general queries, memberships and complaints.

WHO ARE WE?

The John Craig Centre is a part of Bradford Academy Trust, who is the data controller as defined by the UK GDPR. This means that we determine the purposes for which your personal data is processed and how it is processed. We will only collect and use your personal data in ways that are compliant with data protection legislation.

If you would like to discuss this privacy notice or our use of your data, please contact our Data Protection Team at dataprotection@bradfordacademy.co.uk | 01274 256789

Bradford Academy Trust have appointed Veritau Ltd as our Data Protection Officer (DPO). The role of the DPO is to monitor our compliance with the UK GDPR and the Data Protection Act 2018 and advise on data protection issues.

If you would prefer to contact Veritau directly, their details are as follows:

Schools DPO Service
Veritau
West Offices
Station Rise
York
North Yorkshire
YO1 6GA

schoolsdpo@veritau.co.uk | 01904 554025

What personal information do we collect?

The personal data we collect about you will be dependent on the nature of your contact and relationship with us, but could include:

- Personal details, including name, address and contact information.
- Affiliated Sports club details and contact information, if appropriate.
- For service providers, we may require copies of DBS records and public liability insurance where applicable.
- Details of the reasons for contact with us, and any communication preferences.
- Visitor information, such as the purpose of your visit and the time you enter and leave, your car registration number, and any health conditions or disability access needs you tell us about.
- Any details provided by yourself or third parties relating to a complaint investigation, including witness statements and interview notes.
- Photographs or video images, including CCTV footage, if you visit our site or attend our events.
- Records of communications and interactions we have with you, including telephone call recordings.
- Information required for membership or event bookings. This includes:
 - Name, date of birth, gender, e-mail address, postal address, telephone number, health declaration and whether you require disabled access.
 - Credit or debit card information, information about your bank account number and sort code or other banking information. Please note we do retain any copies of banking information.
 - Your usage records and duration of visits, in the form of date, time, and attendance
 - Your contact with us, such as a note or recording of a call you make to our centre, an email or other records of any contact you have with us
 - Your membership information – such as dates of payment owed and received, the services you use, and any other information related to your account
 - preferences and consents – this includes information such as how you would prefer us to contact you, what your fitness aims are, whether you wish to receive marketing information from us, or confirmation that you understand risks associated with certain activities

Why do we collect your personal information?

We process your information for the purposes outlined below:

- To effectively respond to your query or request.
- To comply with a legal or regulatory obligation, such as safeguarding and health and safety requirements.

- To process feedback and improve our services.
- To facilitate sports centre membership or event bookings
- To effectively administer our complaints process.
- To monitor and inform our policies on equality and diversity.
- CCTV recordings are used to ensure rule compliance and to safeguard members and visitors.

What is our lawful basis for processing your information?

Under the UK GDPR, it is essential to have a lawful basis when processing personal information. We normally rely on the following lawful bases:

- Article 6(1)(c) - legal obligation
- Article 6(1)(f) – legitimate interests
- Article 6(1)(b) – contract

We only rely on legitimate interests when we are using your data in ways you would reasonably expect.

Some of the information we collect about you is classed as special category data under the UK GDPR. The additional conditions that allow for processing this data are:

- Article 9(2)(g) - reasons of substantial public interest

The applicable substantial public interest conditions in Schedule 1 of the Data Protection Act 2018 are:

- Condition 16 - support for individuals with a particular disability or medical condition
- Condition 18 - safeguarding of children and vulnerable people

Who do we obtain your information from?

We usually receive this information directly from you. However, in the event of certain incidents we may also receive some information from the following third parties:

- Police and/or other law enforcement bodies.
- Relevant Football Associations

Who do we share your personal data with?

We may share your information with the following organisations:

- Square Payment Processing for financial transactions
- Relevant Football Associations and officials
- CCTV monitoring security companies, working on our behalf

We may also share information with other third parties where there is a lawful basis to do so. For example, we sometimes share information with the police for crime detection or prevention.

How long do we keep your personal data?

We will store your personal data for as long as it is necessary for the purpose of processing.

This means that we will keep your data for as long as you are a member of the John Craig Centre or have an active recurring booking. Following cancellation or termination of your membership or bookings we will keep your data if we have a legitimate interest and to meet our legal requirements including health and safety, financial audit, anti-fraud and money laundering regulations.

We will store information until a determined period expires for members excluded from using John Craig Centre services.

CCTV Processing Notice

Bradford Academy Trust operates CCTV systems in designated areas, including car parks, entrances, reception, communal spaces, fitness areas, and other booking-related locations. No cameras are installed in sensitive areas such as changing rooms or toilets.

CCTV footage is actively monitored. Employees and authorised contractors may review footage where necessary. By entering our premises, you acknowledge and consent to the recording and review of your image.

Storage and Retention:

CCTV recordings will be retained for 30 days; however, this may be longer to facilitate an ongoing investigation or incident.

Legal Basis and Purpose:

Processing of CCTV data is carried out under the lawful basis of legitimate interests (Article 6(1)(f) UK GDPR) for the following purposes:

- Prevention and detection of crime or disorder
- Apprehension and prosecution of offenders (including use as evidence in legal proceedings)
- Health and safety of staff and visitors

- Protection of property and assets
- Ensuring compliance with organisational policies and procedures

Compliance Framework:

All CCTV processing is conducted in accordance with:

- UK GDPR and Data Protection Act 2018
- The CCTV Code of Practice
- The Human Rights Act 1998

Installation and Review:

Before installing any camera, Bradford Academy Trust ensures its use is justified, necessary, and proportionate. Regular assessments are carried out to confirm ongoing compliance with these principles.

Access and Disclosure:

Access to recorded images is strictly controlled and permitted only for the purposes outlined above. Disclosure to third parties (e.g., law enforcement) will occur only where lawful, supported by a Data Processing Agreement or the data subject's consent, unless otherwise required by law.

Artificial intelligence (AI)

We may use some systems and platforms that incorporate an AI function. Where we do this, we ensure that the data is held securely and is not used for training the AI model. AI does not make any automated decisions about individuals, and outputs are always subject to human oversight.

International transfers of data

Although we are based in the UK, some of the digital information we hold may be stored on computer servers located outside the UK. Some of the IT applications we use may also transfer data outside the UK.

Usually, your information will not be transferred outside the European Economic Area, which is deemed to have adequate data protection standards by the UK government. If your information is transferred outside the EEA, we will take reasonable steps to ensure your data is protected and appropriate safeguards are in place.

What rights do you have over your data?

Under the UK GDPR, you have the following rights concerning the processing of your data:



- to be informed about how we process your personal data. This notice fulfils this obligation.
- to request a copy of the personal data we hold about you.
- to request that your personal data be amended if it is inaccurate or incomplete.
- to request that your personal data be erased where there is no compelling reason for its continued processing.
- to request that the processing of your personal data be restricted.
- to object to your personal data being processed.

If you have any concerns about the way we have handled your personal data or would like any further information, then please contact our Data Protection Team or DPO using the details provided above.

If we cannot resolve your concerns, then you may also complain to the Information Commission, which is the UK's data protection regulator. Its contact details are below:

The telephone helpline (0303 123 1113) is open Monday to Friday between 9 a.m. and 5 p.m. (excluding bank holidays). Alternative methods to report, enquire, register, and raise complaints are available on the ICO's website [here](#).

Changes to this notice

We reserve the right to change this privacy notice at any time. We will typically notify you of changes that affect you. However, please check regularly to ensure you have the latest version.

This privacy notice was last reviewed: November 2025.