

Community Centre Bookings and Gym Privacy Notice

This notice covers people who book rooms or activities at Whitburn Community Centre and people who register to use the gym.

Version: September 2026



Who we are

Whitburn and District Community Development Trust (WCDT) is the data controller for the personal information described in this notice.

Contact: Trust Manager, Whitburn Community Centre, 33 Manse Road, Whitburn, West Lothian EH47 8EZ | 01506 280340 | info@whitburncdt.org.uk

Who this notice covers

- people making one-off, regular or block bookings at Whitburn Community Centre;
- lead bookers, people in charge during a booking and relevant external providers;
- people registering for or using the community centre gym; and
- emergency contacts provided by gym users.

Information we collect

- name, address, contact details and date of birth where needed to confirm gym eligibility;
- organisation, role and booking information, including the activity, dates, rooms, attendance, charges and providers;
- payment, invoice and transaction records (we do not normally receive full card details);
- emergency contact details for gym users;
- gym health-questionnaire answers and safety declarations;
- brief information about evacuation or access assistance required for a booking, without names or medical diagnoses wherever possible;
- correspondence, complaints, incidents, accidents, damage reports and records of access being restricted; and
- information needed for licensing, insurance, safeguarding or legal compliance where relevant.

Providing information

We need the information requested to process a booking or gym registration and to manage payment, access and safety. If the information requested is not provided, we may be unable to confirm the booking or provide gym access. Where someone is named as an emergency contact, WCDT normally receives their name and telephone number from the gym user.

Why we use personal information

- to respond to enquiries, assess booking requests and administer confirmed bookings;
- to classify charges, issue invoices, record payments and recover unpaid sums;
- to register gym users, manage access and communicate changes to services or rules;
- to support health and safety, emergency planning, incident management and the safe use of the premises and gym;
- to assess whether a gym user may need medical advice or additional precautions before unsupervised exercise;
- to manage licences, insurance, safeguarding and other legal or regulatory responsibilities; and
- to investigate complaints, misuse, damage, accidents or potential legal claims.

Our lawful bases

Lawful basis	How it applies
Contract	Processing needed to take steps at your request, administer a room booking or gym registration, provide access and handle payment.
Legitimate interests	Operating the centre effectively, communicating with users, protecting the premises and equipment, managing safety, preventing misuse and recovering debts. We balance these interests against people's rights.
Legal obligation	Meeting requirements relating to accounting, health and safety, safeguarding, licensing, insurance, charity administration and responding to lawful requests.
Vital interests	Using or sharing relevant information where necessary to protect someone in a serious

Lawful basis	How it applies
	emergency.
Explicit consent	Processing health-questionnaire answers supplied by gym users. Consent may be withdrawn, although this may mean WCDT cannot provide unsupervised gym access safely.

Who we may share information with

Access is limited to people who need the information. Where necessary and lawful, information may be shared with:

- authorised WCDT staff and, where necessary, directors or volunteers;
- providers that support our payments, email, databases, IT and secure cloud systems;
- accountants, auditors, insurers and professional advisers where necessary;
- West Lothian Council, licensing bodies, regulators or emergency services where necessary;
- other public authorities or organisations where disclosure is necessary to protect someone or is required by law.

We do not sell personal information. Payment providers process card information under their own privacy arrangements.

International transfers

Where an approved service provider processes information outside the UK, WCDT will ensure appropriate data-protection safeguards are in place.

How long we keep information

Record	Normal retention
Booking, contract, invoice and payment records	Normally six years after the final booking or transaction.
Unsuccessful or provisional enquiries	Normally up to 12 months after the enquiry closes.
Gym registration, contact details and signed safety declaration	While registration is active and normally one year after the last use or cancellation.
Gym health questionnaire	While registration is active and normally one year after the last use or cancellation. It may be kept longer if an incident, complaint or claim is ongoing.
Incident, accident, safeguarding or insurance records	For the period required by applicable legal, insurance or safeguarding requirements, which may be longer in some cases.

Your rights

Depending on the circumstances, you may have the right to:

- ask for a copy of your personal information;
- ask us to correct inaccurate or incomplete information;
- ask us to erase or restrict the use of information in certain circumstances;
- object where we rely on legitimate interests;
- receive certain information in a portable format where applicable; and
- withdraw consent at any time where we rely on consent.

To exercise a right, contact the Trust Manager using the details above. Rights are not absolute, and we may need to keep or use information where the law permits or requires this.

Complaints

Please contact WCDT first so that we can try to resolve any concern. You also have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection. You can contact the ICO at ico.org.uk or by calling 0303 123 1113.

Changes to this notice

We will review this notice and update it if our services, systems or legal responsibilities change. Significant changes will be brought to users' attention where appropriate.