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Welsh Rowing Privacy Policy

Welsh Amateur Rowing Association t/a Welsh Rowing (hereafter referred to by trading name) is committed to processing personal information about its members, partners and stakeholders in ways that comply with its legal and regulatory obligations.

This Policy provides clarity to members, partners and stakeholders about how personal information is collected and how the personal information is used by Welsh Rowing.

Personal information that Welsh Rowing may collect about an individual

Welsh Rowing may collect personal information when the Welsh Rowing website is accessed, when Welsh Rowing services are used or when an individual contacts Welsh Rowing.

The types of information collected include:

- individual names, addresses, email addresses, telephone numbers and other contact details
- information required to provide individuals with a service, and details of Welsh Rowing services previously used
- club/company/stakeholder's name, an individual's position in Welsh Rowing or a member club
- club/company/stakeholder's email address and telephone number
- payment information such as bank details
- information collected through the Welsh Rowing website
- details of any enquiry or complaint made to Welsh Rowing

Why Welsh Rowing collects personal information

Welsh Rowing collects personal information to:

- provide individuals with products and services that have been requested from Welsh Rowing or selected third parties
- enhance or improve members, partners and stakeholder's' experience of Welsh Rowing products, services and the website
- improve and develop Welsh Rowing services
- protect security e.g. to check the identity of individuals using Welsh Rowing if relevant
- meet legal and regulatory obligations

If individuals call any of the Welsh Rowing telephone numbers, the call may be recorded.

These recordings are used for training and quality control purposes, to ensure continuous monitoring and improvement to customer service standards.

How Welsh Rowing collects personal information

Welsh Rowing collects personal information:

- directly from members, partners, and stakeholders: e.g. when a member, partner, stakeholder signs up to receive Welsh Rowing services or registers on the Welsh Rowing website
- from third parties e.g. when third party marketing lists or information from the electoral roll are acquired; to authorise payments or to undertake an identity check
- when products or services are provided together with a business partner and the information is collected by the business partner in order for Welsh Rowing to provide individuals with the product or service

Who sees the information Welsh Rowing holds?

Members', partners', and stakeholders' personal information may be provided to selected third parties:

- where members/partners/stakeholders have indicated they wish to receive information about products, services or promotions that may be of interest to them
- where services are provided together with a business partner and it is necessary to disclose the information to them in order to provide the services (e.g. British Rowing, Welsh Sea Rowing)
- for the prevention of fraud against Welsh Rowing, third parties and members, partners, and stakeholders
- for the purposes of identity verification
- to prevent money laundering
- where products and services are provided to third parties by Welsh Rowing e.g. for the purposes of identity verification and fraud prevention, and it is necessary to disclose information in order to provide the service.

Other third parties (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect Welsh Rowing or another person's rights, property, or safety e.g.

- to exchange information to protect against fraud and to reduce payment risks, if relevant
- in connection with the prevention and detection of crime

Transfer of personal information outside of the UK

Welsh Rowing may need to transfer personal information about members/partners/stakeholders to third parties located outside the UK. In doing so, Welsh Rowing will ensure that information is protected to a level which meets the requirements of UK law.

Keeping personal information secure

Welsh Rowing is committed to keeping members', partners', and stakeholders' personal information secure to protect the personal information from being inappropriately or accidentally accessed, used, shared, or destroyed, and against loss.

How long we keep personal information

Welsh Rowing will only retain members', partners', and stakeholders' personal information for as long as is needed to carry out a particular purpose or meet a particular obligation.

Keeping personal information accurate

Welsh Rowing will ensure that personal information is kept accurate and up to date as far as is reasonably possible. It is acknowledged that Welsh Rowing relies on members, partners, and stakeholders to ensure that any personal information held is accurate and up to date. Accordingly, members, partners, and stakeholders are encouraged to inform Welsh Rowing of any changes to personal information.

How to access Personal information

Welsh Rowing provides members, partners, and stakeholders with access to their personal information and the opportunity to amend and update details or communication preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate.

Details of personal information held may be requested by contacting Welsh Rowing:

- Requests must be made in writing
- Proof of identification must be provided
- Enough details to locate personal information (for example, dates and details of

website, products or services used)

- An optional application form may be provided to assist Welsh Rowing in locating the information requested

Marketing

A member/partner/stakeholder may request information about products and services which may be of interest to them However, Welsh Rowing will not provide information that is not relevant to the request. A member/ partner/ stakeholder may opt out of any information request if this is no longer required.

Further Information

For further information about any aspect of the Welsh Rowing Privacy Policy, please contact:

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Sport Wales National Centre
Sophia Gardens
Cardiff
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