



Privacy Notice for CASES Members

September 2024

FAIRNESS



PROFESSIONALISM



HONESTY



RESPONSIBILITY



EXCELLENCE



"Promoting excellence in sport and exercise sciences"



Introduction

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your membership with us. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of any of your personal information.

This notice applies to you if you are either:

1. An individual who has registered for CASES membership to access the membership products and services we offer; or
2. An individual who has signed up to receive updates from CASES about news, upcoming events and offers

References to **we**, **our** or **us** in this privacy notice are references to the **Chartered Association of Sport and Exercise Sciences (CASES)**.

The CASES Chief Executive Officer oversees our compliance with data protection laws; however, the CASES Board of Directors has overall responsibility for data protection compliance in our organisation.

Personal information we may collect from you

When you sign up for membership with us, or updates from us, you may provide us with or we may obtain **personal information** about you, such as information regarding your:

- personal contact details that allow us to contact you directly such as name, title, email addresses and telephone numbers;
- date of birth;
- gender;
- racial or ethnic origin;
- sexual orientation;
- disability;
- nationality;
- membership details including start and end date;
- your occupation status, job role and employer
- details/copies of your qualifications and academic certificates (for accreditations)
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you;
- records of your attendance at any events hosted by us or our partners;
- records of any roles you have undertaken or positions you have held within our organisation



- your communication and subscription preferences, including registered areas of interest e.g. Divisions
- any data submitted by you as part of an application for any accreditation, certification, award or grant administered by us;

Special categories of personal information

Previously known as sensitive personal data, special categories of personal data is data about an individual which is more sensitive, thus requiring more protection. The special categories, as defined by the UKGDPR, include information about an individual's:

- racial or ethnic origin
- sex
- gender
- ethnic origin
- politics
- religious or philosophical beliefs
- trade union membership
- genetics
- biometrics (where used for ID purposes)
- health
- sexual orientation

CASES may undertake surveys to determine whether our equity, diversity and inclusion policies are fair and effective; to understand our member demographic and to determine whether any actions need to be undertaken to rectify any issues with representation and/or member opportunities. We do this by analysing the information that is provided to us in an anonymous, de-personalised and aggregated format. This information is collected during membership registration and membership renewal. For the Sport and Exercise Psychology Accreditation Route (SEPAR), CASES collects data regarding criminal convictions of applications e.g. requiring DBS checks. The SEPAR Criminal Convictions and Applications Review Panel (CCARP) is responsible for advising the SEPAR Advisory Group on matters relating to SEPAR candidate pre-application stage checks including, but not limited to, identity, DBS alternative checks (where not available for international applicants) and DBS outcomes where a disclosure(s) is shown. All special categories of personal sensitive information are subject to enhanced protection and safeguarding, including controlling who can access it, encryption, and physical security measures

Where we collect your information

We typically collect personal information about our members when you register to become a member of CASES, when registering to purchase any services or products we offer, when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way.

Additional information is collected during membership based on a member's level of engagement and whether a member chooses to fulfil any role for the organisation, attend an event, or apply for any accreditations, awards or grants.

Uses made of the information



The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal information used	Lawful basis
All Members		
To administer any membership account(s) you have with us and managing our relationship with you and dealing with payments and any support, service or product enquiries made by you	All contact and membership details, transaction and payment information, records of your interactions with us, and marketing preferences.	This is necessary to enable us to properly manage and administer your membership contract with us.
To arrange and manage any contracts for the provision of any products and/or services.	All contact and membership details. Transaction and payment information.	This is necessary to enable us to properly administer and perform any contract for the provision of products and services.
To send you information which is included within your membership benefits package, including details about events, products, offers and discounts.	All contact and membership details	This is necessary to enable us to properly manage and administer your membership contract with us.
To send you other marketing information we think you might find useful or which you have requested from us, including our newsletters, information about Membership, events and participation products	All contact and membership details and marketing preferences	This is either necessary to enable us to properly manage and administer your membership contract with us or where you have given us your explicit consent to do so.
To answer your queries or complaints	Contact details and records of your interactions with us	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your membership.
Retention of records	All the personal information we collect	We have a legitimate interest in retaining records whilst they may be required in order to properly administer and manage your membership and in some cases, we may have legal or regulatory obligations to retain records.
The security of our IT systems	Your usage of our IT systems and online portals.	We have a legitimate interest to ensure that our IT systems are secure.
To conduct data analytics studies to better understand our membership.	All the personal information we collect and records of your engagement with the organisation.	We have a legitimate interest in doing so to ensure that we can supply credible diversity statistical data with key bodies, like the Science Council, and to assess the extent to which CASES is achieving its EDI aims.



For the purposes of promoting our events and membership packages.	Images in video and/or photographic form.	Where you have given us your explicit consent to do so.
To comply with health and safety requirements	Records of attendance	We have a legal obligation and a legitimate interest to provide you and other members of our organisation with a safe environment in which to participate insport.

For some of your personal information you will have a legal, contractual, or other requirement or obligation to provide us with your personal information. If you do not provide us with the requested personal information, we may not be able to admit you as a member or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your position as a member. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us.

Please note that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent, and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on CASES other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you.

Direct Marketing

Email, post and SMS marketing: from time to time, we may contact you by email, post or SMS with information about products and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can let us know at any time that you do not wish to receive marketing messages. You can also unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

Disclosure of your personal information

We share personal information with the following parties:

- **Any party approved by you.**
- **Other service providers:** for example, payment processors, advisors, contractors or suppliers and IT services (including CRM, website, video- and teleconference services);
- **Our supply chain partners & sub-contractors,** such as couriers, event organisers etc;
- **Our Commercial Partners:** for the purposes of providing you with information on any special offers, opportunities, products and services and other commercial benefits provided by our commercial partners where you have given your express for us to do



so;

- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives;
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security;

We do not disclose personal information to anyone else except as set out above.

How long do we keep personal information for?

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with commercial practice and regulatory requirements. Generally, where there is no legal requirement, we retain all physical and electronic records for a period three years after your last contact with us. Exceptions to this rule are:

- Information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after you have worked for us.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

Your rights in relation to personal information

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider; and
- the right to object to certain automated decision-making processes using your personal information.



You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them, and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "**Contacting us**" section below.

If you are unhappy with the way we are using your personal information, you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

Changes to this notice

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice, we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

Contacting us

In the event of any query or complaint in connection with the information we hold about you, please email enquiries@cases.org.uk or write to us at:

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