

Privacy Policy

Introduction

Welcome to LED Community Leisure Privacy Policy.

We respect your privacy and are committed to safeguarding your personal data. This Privacy Policy explains how we collect, use, and protect your personal information, as well as your legal rights. A separate policy outlining how we protect children's data is available on our website.

Please refer to the Glossary at the end of this document for help understanding key terms.

1. Important Information and Who We Are

Purpose of This Privacy Policy

This policy explains how LED Community Leisure collects and processes your personal data when you use our website. This includes any personal data you provide when you:

- sign up for newsletters
- purchase products or services
- provide customer feedback
- participate in surveys, competitions, or promotional offers

This Privacy Policy supplements other privacy notices we may issue and does not override them.

Controller

The Company consists of two legal entities:

1. LED Community Leisure

- A charitable registered society
- Regulated under the Cooperative and Community Benefit Societies Act 2014
- Registration No: IP30029R

2. LED Enterprises Limited

- A private company registered in England & Wales
- Company No: 06717770
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This policy is issued on behalf of both entities. When we refer to "LED", "we", "us", or "our", we are referring to the relevant entity responsible for processing your personal data. LED Community Leisure is the controller for this website.

Data Protection Manager

We have appointed a Data Protection Manager to oversee questions regarding this Privacy Policy.

Contact Details:

- Name: LED Community Leisure
- Data Protection Manager: Matt Brown (Head of IT)
- Email: gdpr@ledleisure.co.uk
- Address: Unit 16C Woodbury Business Park, Woodbury, Exeter, Devon, EX5 1AY
- Telephone: 01395 562500



You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) at www.ico.org.uk. We encourage you to contact us first so we may address your concerns.

Changes to This Policy

This policy reflects requirements of the UK GDPR and Data Protection Act 2018. Please notify us if your personal data changes during your relationship with us so we can update our records.

Third-Party Links

Our website may contain links to third-party sites, plug-ins, or applications. If you click these links, third parties may collect your data. We do not control these websites and recommend reviewing their privacy policies.

2. The Data We Collect About You

Personal data refers to any information that can identify you. We may collect, use, store, or transfer the following types of data:

Types of Personal Data

- *Identity Data: name, username, marital status, title, date of birth, gender*
- *Contact Data: billing and delivery addresses, email, phone numbers*
- *Financial Data: bank account details*
- *Transaction Data: payment details, purchases*
- *Technical Data: IP address, device identifiers, browser data, plug-ins, operating system, platform*
- *Profile Data: username, passwords, purchases, preferences, interests, survey responses*
- *Usage Data: website activity*
- *Marketing & Communications Data: marketing preferences, communication preferences*
- *Health Data: required for membership of our leisure facilities*

We also collect *Aggregated Data* (statistical data that cannot identify an individual unless combined with other information).

We do not collect special category data such as race, ethnicity, religion, sexual orientation, genetic/biometric data, or criminal offence data.

If You Fail to Provide Personal Data

If required data is not provided, we may be unable to supply goods or services.



3. How Your Data Is Collected

We collect data through:

Direct Interactions

You may give us data by:

- Applying for services
- Creating an online account
- Subscribing to newsletters
- Taking part in activities or programmes
- Entering competitions or surveys
- Providing feedback

Automated Technologies

We collect Technical Data through:

- Cookies
- Server logs
- Analytics tools
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See our Cookie Policy at www.ledleisure.co.uk.

Third-Party Sources

We may receive data from:

- Analytics providers (e.g., Google)
- Advertising networks (e.g., Google, Facebook)
- Payment providers
- UK Health Referral partners
- Community outreach funders

4. How We Use Your Personal Data

We only use your personal data when legally permitted. Most commonly, this includes:

- Performance of a contract
- Legitimate interests
- Legal or regulatory compliance

We rely on consent only for third-party marketing communications. A detailed table of all processing activities and legal bases remains unchanged from your original text and can be included in full as provided.



www.ledleisure.co.uk

The logo for 'led', featuring the letters 'led' in a white, lowercase, sans-serif font. Above the letters are several small, colorful circles in shades of blue, green, and purple.

Marketing Preferences

- You will receive marketing if you have purchased from us, requested information, or entered competitions—unless you opt out.
- We will obtain your consent before sharing your data with external companies for their marketing.

You may opt-out at any time by:

- Updating your online member preferences
- Clicking “unsubscribe” on marketing emails
- Emailing info@ledleisure.co.uk

Service emails related to purchases or membership will still be sent.

Cookies

You can refuse cookies in your browser settings. Some features may not work if cookies are disabled.

Change of Purpose

We will only use your data for the purpose collected unless we reasonably consider another use compatible. If not, you will be notified.

5. Disclosures of Your Personal Data

We may share your data with:

- External service providers
- Professional advisers
- HMRC and regulators
- Third parties in the event of business mergers or restructuring

We never sell your personal data. All third parties must comply with appropriate confidentiality and data protection standards.

6. International Transfers

Some third parties are outside the EEA. Where this occurs, we ensure adequate protection, such as:

- European Commission adequacy decisions
- Standard contractual clauses
- Data Privacy Framework arrangements (where applicable)

7. Data Security

We use appropriate security measures to prevent loss, misuse, or unauthorised access. Access is restricted to staff or third parties with a legitimate need.

Procedures are in place for handling suspected data breaches.



8. Data Retention

We retain your data only as long as necessary.

- *Basic customer information is retained for six years for tax purposes.*
- *Data may be anonymised for research or statistical purposes and used indefinitely.*

9. Your Legal Rights

You have the right to:

- *Access your data*
- *Correct inaccurate data*
- *Request deletion*
- *Object to processing*
- *Request restriction of processing*
- *Data portability*
- *Withdraw consent*

We will respond within one month unless the request is complex.

We may request proof of identity before acting on your request.

10. Glossary

Definitions of “Legitimate Interest”, “Performance of Contract”, “Comply with Legal Obligation”, and “External Third Parties” remain as provided in your original text.

Date: Feb 2026



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