



BiG (Besty's Inspirational Guidance) C.I.C. Privacy Policy Notice

This BiG C.I.C. Privacy Policy Notice clearly outlines the types of data we collect from you when you / your children engage in one of our services, and how we use that information to enhance your experience with BiG C.I.C. Our policy makes it clear what rights you have when engaging in one of the BiG C.I.C. services, including accessing, sharing, changing, and deleting your personal information and how we collect your data.

Who is BiG (Besty's Inspirational Guidance) C.I.C.?

We are a community interest company. Our registered address is Flat 4, 8 Station Approach, London SE26 5EU, and our business address is International House, 3Space, Business Launchpad, London SW9 7QE. You can contact us by post at either address, by e-mail at info@bigcic.org or by telephone on 020 8676 3480, or 07908 950 630.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What data do we collect?

We collect all relevant personal details of participants who register or enrol onto one of our programmes, projects or community events e.g. name, address, date of birth, medical information, any disabilities, current sporting information, and parents' / carer's contact numbers (including home telephone numbers) and alternative / emergency contact details. We now also collect Covid-19 positive test information. We also collect names of invitees when hired to host football birthday parties.

Why do we collect this data?

BiG services include motivational programmes, football, other recreational services and other community events, and employability skills projects for children and young people between the ages of 7 and 24 years old and as a result we need to collect personal data when registering and enrolling participants onto one of our programmes or projects. This is mainly to ensure we have relevant information so we are able to tailor our services for the benefit of all participants, whilst fulfilling safeguarding children and other business and moral obligations, keeping children and young people safe whilst at the same time, giving parents peace of mind.

We collect Covid-19 positive test information in line with Government's track and trace policies

Names of invitees for birthday parties are also requested so we can prepare birthday party attendance certificates, which are given out at parties.



How we use your data

We hold your personal information on either the company in-house database, our website and in some cases hard copies forms, on company files depending on how the information was received.

We also use your contact details to inform you of all future services that we are providing for children and young people so you are able to make your own informed decision on whether you want, or want your child to register / enrol onto one of our programmes, projects or community events. This is communicated through one or more of the following mediums:

whatsApp / text / SMS message,
e-mail, or
by telephone

If you have a preference on how BiG communicates our services to you, you can let us know at any time when convenient for you using the contact information provided above.

BiG C.I.C. provides a variety of work experience opportunities, including a work experience scheme incorporated with holiday football programmes for teenagers and young adults and we occasionally share limited information about young participants to work experience candidates when absolutely necessary e.g. medical information and disabilities.

BiG C.I.C. will not share your personal data with any third-party advertisers or networks.

Statistical data

To enable BiG to measure the impact of its services that is aimed at benefiting young people, BiG C.I.C will ask you and your child for feedback in a number of different ways, including but not limited to anonymous questionnaires and feedback forms. We will generate statistical data from your completed questionnaires and feedback forms, and BiG C.I.C. would like to assure you that when this information is published, it is only in an aggregated form that does not disclose your personally identifiable information and personal information are therefore protected and kept private.

How long do we keep your information for?

We will keep your information for 7 years after the last booking to keep in line with HMRC guidelines.

Your rights over your information

By law, you can ask BiG C.I.C. what information we hold about you, and you can ask us to correct it if it is inaccurate.



You are also entitled to request a copy of the information and ask BiG C.I.C. to stop using your information indefinitely or for a period of time whenever you want including, if you believe we are not doing so lawfully. For clarity, this will be for any other reason not covered under 'How we use your data' above.

To submit a request by email, post or telephone, please use the contact information provided above.

Your right to raise a concern

If you have a concern about how your information has been handled, please refer to the Information Commissioner's Office website <https://ico.org.uk/concerns/handling/>