

**IMPORTANT:** You can see our ([general privacy notice](#)) and ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information. Each have information on your rights.

## Specific processing purposes and legal basis, etc.: Neatebox Venue Visit Bookings



### **(controller) who we are:**

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected by us that is necessary for our processing purposes. See [contact us](#) for details of our data protection officer.



### **Specific (purposes) why do we need your personal information and what do we do with it?**

When you make a booking to visit to one of our participating venues on the Neatebox Welcome platform (via the Welcome app), your personal data - the information that you chose to share with Neatebox - is shared with us from this platform. The Neatebox Welcome web and app platform are not managed or owned by Glasgow Life.

#### Bookings:

When you make a booking to visit one of our participating venues using the Neatebox Welcome app, we are advised of your name and the date and time of your proposed visit to the selected venue you are booking. You will receive a notification from us via the Neatebox Welcome platform whenever we have accepted or declined the booking request from you. Should you choose to cancel the booking yourself we will receive a notification from the platform of the cancellation.

#### Personal data processed:

In order to provide this service, we need to process some or all of the following personal data about you:

- Your name and e-mail address (via a notification from the Neatebox Welcome platform informing us of your requested booking or cancellation)

- Your photograph (when you have given us access to your Neatebox Welcome profile on the Neatebox platform via your booking request)
- Details on disabilities, health conditions and any support requirements (you provide us through your Neatebox Welcome profile when you make a booking request to visit us)
- Notification (by email or phone call) from the Neatebox Welcome platform alerting your arrival in our venue – should you wish to alert us to your arrival via the app on your mobile phone
- Your feedback to us regarding your experience during your visit

How we use your data:

- 1) To support and enhance your visitor experience and improve our customer service whenever you book a visit to a Neatebox Welcome participating Glasgow Life venue

We will also use your data should you make a spontaneous visit. We are not at present accepting spontaneous visits, but wish you to be aware of this in the event that we do accept them in the future. Please also be aware that if you have your Welcome app settings set for spontaneous visits your details are available on the web portal to all those who have access to it at all times.

- 2) To know you have entered our building should you choose to trigger the arrival notification via the app. This notification does not share your actual location but only alerts us to you being within the participating venue.

Your mobile device ID, location and IP address are not shared with us although Neatebox does collect and store this data for location tracking purposes and to operate the app. The alerts to us arrive either via e-mail or a phone call from Neatebox.

- 3) To learn more about how we can support the disabled community and for service improvement purposes.

We do this via receipt of regular anonymised reports of aggregated data from Neatebox which outline the number of visits from Welcome app users to our venues and, the types of disabilities which our visiting Welcome app customers have.

We will also use customer feedback from Neatebox Welcome app users.

- Please see the “more information” section below to find out more regarding our comments and complaints procedures.



### **Specific (sharing) who do we share your information with?**

- We may need to share your information with other public bodies if required to do so by law or for regulatory purposes.
- Your information is also analysed internally on an aggregated and anonymous basis to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.

To provide the service to you, we need to use other organisations (controllers or processors) to provide the systems we use and the service we provide. We ensure legal safeguards and written agreements are in place for these other organisations in meeting data protection law requirements. Some information is processed by them anonymously and for legitimate reasons so that they can monitor, analyse, maintain and improve the services they provide.

We will not sell or rent your information to third parties.

We will not use your data for marketing purposes – unless you have specifically consented to receive service information from us.



### **(international transfers):**

All personal data for your booking shared with Glasgow Life is held within the UK.



### **Specific (legal basis) for using your information:**

We rely on the following:

- explicit consent, including for special category health data you provide to us voluntarily via the Neatebox Welcome platform (you can withdraw consent at any time).
- legal obligation (if required by law)

Some of the above legal bases for processing will overlap and there may be several grounds which justify our use of your personal information.

You can see a summary of how **your rights** are implemented for each **legal basis** used at: [www.glasgowlife.org.uk/privacy-rights](http://www.glasgowlife.org.uk/privacy-rights) and what your rights are in our general privacy notice and our privacy statement.



**(profiling or automated decision-making):**

Glasgow Life do not make use of profiling or automated decision-making in relation to our Neatebox Welcome participating venues or the booking request information we receive from the platform. Profiling or automated decision-making may by nature of the processing on the platform be carried out by Neatebox. Please refer to the Neatebox Welcome privacy policy for any profiling or automated decision-making that may be carried out.



**(more information):**

You can withdraw your consent to this and have all your details deleted from the Neatebox Welcome app system at any time and in accordance with the Neatebox privacy policy your details will be deleted within 48 hours. You can do this by contacting Neatebox at [hello@neatebox.com](mailto:hello@neatebox.com) or via clicking the unsubscribe link in the e-mail sent to you from Neatebox as part of the onboarding process. Our access to your profile/personal details on the Neatebox Welcome platform is removed a midnight on the day of your visit or notification of cancellation of your visit. Your data shared with Glasgow Life is deleted within 48 hours of your visit or notification of cancellation of your visit unless there is a lawful reason to retain it for a longer period of time.

You can find more details about how we handle your personal information and your rights at: [www.glasgowlife.org.uk/privacy](http://www.glasgowlife.org.uk/privacy). If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: [www.glasgowlife.org.uk/accessibility](http://www.glasgowlife.org.uk/accessibility)

You can view the Neatebox Welcome privacy policy at:

<https://www.neatebox.com/privacy-policy>

Neatebox terms and conditions can be viewed here:

<https://www.neatebox.com/terms-and-conditions>

Please be aware that should you use any other Glasgow Life services during your visit you can ask for the Glasgow Life general and specific privacy notice for the service you are electing to use. This may include, membership applications, surveys and any other service where you supply your personal data to Glasgow Life.

If you are dissatisfied with any aspect of the service you received from Glasgow Life during your visit you can make a complaint via our comments and complaints procedure which can be viewed at our Customer Promise section on our website here: <https://www.glasgowlife.org.uk/about-us/customer-promise>



**(contact us):**

You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk); and by telephone on: 0141 287 1055.