

Be Well Leisure, Wellbeing and Health Improvement Services Privacy Notice

This Privacy Notice is regularly reviewed and may be updated or revised at any time. It was last updated in October 2025. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

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1. INTRODUCTION

Our core data protection obligations and commitments are set out in [Wigan Council Primary Privacy Notice](#).

This notice provides additional privacy information for Leisure and Wellbeing Services provided by Be Well. The Be Well team manage the leisure centres, outdoor adventure activities, health improvement services, destination and neighbourhood parks, wellbeing and physical activity programmes.

2. WHAT PERSONAL DATA DO WE COLLECT

To carry out activities and obligations as a Leisure and Wellbeing Service we process the following personal data:

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Gender
- NHS number
- Emergency contact details
- Bank details and transaction history
- Official evidence relating to eligibility for student/carer/corporate/armed forces/concessionary memberships
- CCTV images
- Photographs and videos
- Marketing preferences
- Information about lifestyle behaviours

We also process the following Special Category Data:

- Health-related data including information from GP services, hospital services, NHS community services, Mental Health services, National Child Measurement Programme (NCMP), Be Well Health Advisor services and Community Link Worker services.
- Information about your race or ethnicity, religious beliefs and sexual orientation

Any photographs and videos are managed by the Public Relations Team and further information about how this personal data is processed can be found in the Public Relations Privacy Notice on the Council's website.

3. HOW WE USE PERSONAL DATA

The main purposes for processing your personal data are:

- To collecting membership payments
- For managing and checking the quality of our services
- For personalising the service, we offer based upon your individual needs
- For ensuring the health and safety of our staff
- To help investigate any concerns or complaints you have about our services and for answering enquiries under access legislation
- For carrying out our regulatory activities, such as safeguarding, etc
- To improve the general experience of our customers and of visitors to our websites
- For managing any online transactions, you may elect to make and/or marketing choices or preferences you may have expressed.
- For research or statistical purposes
- For the National Child Measurement Programme
- For the NHS Health Check Programme
- To organise and support the 0-5 health service and school nursing services
- To organise and support the Health Improvement and Community Link Worker services.

4. LAWFUL BASIS FOR PROCESSING

The lawful basis we rely on for processing your personal data is:

- It is necessary for the performance of a task carried out in the public interest or in the exercise of official authority
- Contract
- Consent

The condition we rely on for processing your special category data is:

- Explicit consent
- Processing is necessary for reasons of public interest in the area of public health

5. WHO DO WE SHARE PERSONAL DATA WITH

In addition to the general reasons for data sharing described in the Council's Primary Privacy Notice, we share and collect data with the following when required:

- Other teams within Wigan Council, including but not limited to, Adult Social Care, Children's Social Care and Education Services
- Other local authorities
- Government agencies, including but not limited to, Department for Education, Department for Health and Social Care and HMCTS (formally HMCS)
- NHS trusts and hospitals that are involved in your care
- NHS Diabetes prevention programme commissioned service providers
- Integrated Care Boards and other NHS bodies
- General Practitioners (GPs) and
- Ambulance Services
- Police
- Voluntary and private sector providers
- EVouchers Limited to assist in the delivery of the Holiday Activity & Food (HAF) Programme
- Mywellness® services
- Technogym® Live
- Gladstone, Paygate and Fitronics when using our Leisure Centres, outdoor adventure activities and community venues including memberships
- ReferAll when using our Wellbeing programmes
- Mosaic, PharmOutcomes and SystmOne when using our health improvement services
- Quit Coach, an Artificial intelligence solution that supports residents on their stop smoking journey.
- KeepMe Ltd, an AI agent that supports the management of enquiries across the web and social platforms

This is not an exhaustive list.

6. HOW LONG DO WE KEEP PERSONAL DATA

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We must continue to retain necessary data in accordance with our corporate records policy to fulfil legal, statutory and regulatory requirements.

7. AUTOMATED DECISIONS

All the decisions we make about you involve human intervention.

8. YOUR RIGHTS

More information on how to seek advice to exercise your rights, raise a concern or complain about the handling of your personal data by the council can be found in at [Wigan Council Primary Privacy Notice](#).

9. DATA PROTECTION OFFICER

If you wish to raise a concern or seek clarification about any aspect of this notice, please contact our [Data Protection Officer](#). Please provide documents to prove your identity along with a description of your concern.

We will respond to all requests within one month.

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioner's Office \(ICO\)](#)

Document information

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