

Attend® Membership App: Privacy Policy

Introduction

Welcome to Attend®. We are delighted that you have chosen to use Attend® for your course registration and member management. This document outlines the steps we take to preserve your privacy: what personal data we collect from you, how we will use it and how long we will store it for. Please take the time to read this document carefully. Use of the app assumes you are happy with the statements and understand how your personal information will be used and stored.

Definitions

App: the Attend® app, the iOS, Android and web app versions. Where a clause applies to only one of these versions the wording will specify which it refers to.

‘Us’, ‘we’: STCS Ltd, Gear House, Saltmeadows Road, Gateshead, NE8 3AH.

‘you’: the user of the app in whatever capacity.

‘account holder’: the club account holder who is responsible for paying the fees for the account. This person may or may not be a course leader in their club.

‘course leader’, ‘coach’: a member of staff who can use the app to record attendance on courses. This person may or may not be the account holder of the club where they lead courses. Where this person is not the account holder for the club where they lead courses, their account will be created by the account holder, they will not register with Attend® of their own accord.

‘club’: the club or organisation or company registered by the account holder when they signed up to use Attend®.

‘member’, ‘participant’: the person who attends the course, and whose attendance will be monitored by use of the app. The member can have their details entered into the system by the account holder or the course leader, or they can create their own account when they respond to an invitation sent by an account holder/ course leader.

‘course’: a course or event run by a course leader during which attendance will be recorded by the leader using the app.

What information do we collect and why?

If you are an account holder:

When you register with Attend® as an account holder we ask for:

your full name and email address – We need your name so that we can personalise your experience when using the app and create a record so that you can be associated with courses which you are running as a course leader.

Your email address will function as part of your log in details – we need it to identify you when you log in to the system. We will also use it to send you messages about the app, your courses and members and any other information that we deem to be important for you to know about.

If you are a staff member/ course leader:

When an account holder creates an account for you as a coach/ course leader we ask for your name, email address and mobile 'phone number.

We need this to send you an email notification that your account has been created, and invite you to log in to the web app, where you will be able to check the personal details that have been entered, and change them if required. You will also be sent a text to your phone containing a link to access and download the mobile app so that you can record attendance.

Sharing your personal information:

Account holder – You have control over the personal information that you enter into the Attend® system. It cannot be accessed by course leaders running courses in your club or organisation or participants on courses.

When you sign up to a subscription your credit/ debit card details will be stored by Stripe, the payment gateway provider; we will not have access to your card number. It is recommended that before you sign up for a subscription you ensure that you have read and agree to Stripe's Terms and Conditions and Privacy Policy.

Course leader – Your personal details will be entered into the Attend® system by the account holder to make an account for you. Your data will be available to the account holder to view and edit on your behalf if necessary.

We will not share your personal data with any third party who is not using the app for the administration of their club and courses.

Your rights:

Editing: You can edit your personal details by logging in to your account with your email address and password.

Deletion: You have the right to terminate your account and for your personal data to be deleted if you choose to do. However, we reserve the right to store any data as necessary for compliance with safeguarding and child protection practices.

Course leaders - To request that your details are deleted and your account terminated, please contact STCS Ltd, Gear House, Saltmeadows Road, Gateshead, NE8 3AH in writing. You should also inform the account holder(s) for the clubs that you run courses in that you wish for your account to be terminated.

Account Holders - To request that your details are deleted and your account terminated, please contact STCS Ltd, Gear House, Saltmeadows Road, Gateshead, NE8 3AH in writing. Deletion of your account will result in the deletion of your reports and you will not be able to access any data records which you have previously entered into your Attend® account.