

Everything you need to know about 59club, its products and GDPR.

25th May 2018 marks a big day for all companies operating in the UK that hold and protect data. We have made changes in the way that we manage and use your data not just because we are legally bound but because the principles of 59club have been, and are wholly based on the protection of your confidential information. In addition you are also accessing our software to undertake surveys and other information gathering and we want to clarify that the gathering is fully compliant to GDPR from our perspective. Therefore IF YOU ARE COMPLIANT in submitting that data then any usage of our platforms will NOT effect that usage.

Below are our policies, if you have any questions whatsoever or at any time invoke your right to access, change or object to the processing of your personal data please do not hesitate to contact our data protection officer on enquiries@59club.com

You – our clients personal data that directly or indirectly identifies you.

We may collect personal data which will aid us in delivering the services set out in our contracts with you. It is important to know that we will only collect this data with your consent, unless we are legally bound or lawfully compelled to do so.

59club delivers national and international benchmarks on customer service and areas of the business that measure that service, in future we may ask you to participate in research on the industry, where applicable we will always seek your consent.

Your data will not be disclosed to anyone apart from; Our affiliates and shareholders across the 59club group, 59club official partners as shown on 59clubs website, any court/government/credit or fraud agency who we are legally required to disclose to. The use of your data could include, but is not limited to, verifying your identity, conducting surveys in the interest of the industry, providing you with information about the services you are contracted to, have previously enquired about or that we feel are relevant to the successful management of your business.

You – our clients statistical data.

59club has entered into a legally binding contract with you NEVER to release any of your business operational data to anyone in any circumstance. 59club will only use that data by programs that group the data to highlight and display industry performance & trends.

You – using our systems and platforms. 59club products allow you to deliver surveys, mystery tests and use member applications. The personal data that is used, uploaded or accessed as part of that program is not used by 59club in any way. Our systems have to create an account within which the feedback is identified allowing information to be filtered by age, sex etc... To ensure full compliance and your members GDPR rights upon completion of any survey the information held is displayed to the member for their awareness, the option to unsubscribe is available and will be passed directly to you as you are the USER (not 59club). If you are using the members mobile applications then the member is presented with full privacy policy and T&C's to accept and therefore usage signifies acceptance.

Our promise to you. We already take significant steps to protect data held by 59club from loss or theft, as well as un-authorised access, disclosure, copying or modification and will continue to do so.

You – survey participants, mystery shoppers and tellers

Survey participants, mystery shoppers and tellers are those people that were invited to complete a survey, audit or post a tell. You should contact the organisation who invited you, or the organisation that you signed up to regarding any requests.

The organisation who invited you, or you signed up to, is directly responsible for editing, deleting, or giving you a copy of your responses.

If you're unable to get in touch with the account holder, please try to track down the following information before contacting 59club

- Survey link, email invitation, or web page you used to take the survey
- Approximate date and time you took the survey
- Your name and email address
- Any response you provided that can be used to identify you

In instances where 59club is not the data controller of response data, we will not directly handle these requests, however we will forward your requests to the relevant individual at the organisation.

Where 59club is the data controller, you can instruct 59club to delete your personal data who will respond to all instructions within 10 days. However, it may take longer to complete the request.