

Club resource

Membership 2017-18
A new join and renew process
for clubs

July 2017

British
Gymnastics
More than a sport

Our new membership process

Why the change?

As a result of the new regulation, we had to review and update our membership join and renew process.

We have been consulting with a variety of clubs, as representatives of our club network, to listen to their views and use this insight to shape the new membership join and renew process. Their feedback has helped us to shape the solution and we can now share this with you.

From 1 October 2017, we require gymnasts (or their parents/guardians if gymnasts are under 16 years old) to complete their British Gymnastics membership online, directly with us.

We appreciate this is a significant change and we have taken on board the feedback from the consultations with clubs to understand how to minimise the disruption to your club and members, and to make the process simple and effective.

Benefits to clubs

We want the new process to add value to your club and alleviate some of your club's administrative burden.

Our new online join and renew membership system will help your club with the responsibility of complying with GDPR principles related to data sharing. For data sharing to be lawful, the GDPR requires any organisation who shares personal data with another organisation to provide extensive and transparent information about how the information will be used. By collecting the British Gymnastics membership data directly, we will instead be accountable and we will ensure that our use of member personal information is GDPR compliant.

The new direct membership registration process also removes the requirement for your club to upload members onto GymNET, which can save many hours of administration time. We hope you agree this is good news for clubs.

Additional data capture service for clubs

We want clubs to benefit from this new process which is why we are also offering clubs the opportunity to use our new online system to replace or enhance your club's own membership registration process. This was identified as a potential benefit during our club consultations. Here's how it will work:

- On your behalf, British Gymnastics can collect information you may usually request as part of your club registration, this includes core information such as name, age, date of birth as well as also other useful information for your club such as medical and emergency contact details, permissions to administer first aid, plus marketing consent and permissions related to taking photographs for promotional purposes.
- We can capture and provide this to you in a way which is GDPR compliant, helping to further reduce the risk of non-compliance, plus streamlining and digitising the membership process for your club and also for the member.

Your club can continue to complete your own club registration process, but you'll need to ensure your own system is GDPR compliant. Whether you choose to take advantage of this additional data capture service or not, parents/guardians/gymnasts will still need to be directed to complete the British Gymnastics membership process online.

Our Timeline

We have already started building the new system and will ensure it is fully tested and ready for launch to your parents/guardians and gymnasts by 1 October 2017.

Before that time, we will also let you know when GymNET is ready for you to set your payment option and confirm if your club would like us to collect the additional data. **We are pleased to inform you there is no change to the 2017-18 membership fee, this has remained the same for the last 5 years.**

We understand you may have a number of questions about the process and of course, we'd like to give you as much information and help as possible.

Our new membership process

Choose your preferred option

There are two options for you to select from but you must choose one option in order to administer the British Gymnastics membership process and comply with your responsibilities as a British Gymnastics registered club.

Please refer to the Membership Rules which you'll find on the British Gymnastics website, under 'Governance'. These have recently been updated to reflect the new GDPR requirements.

Option 1 - Club continues to take British Gymnastics membership payments

- Your club takes the British Gymnastics membership payment (as you have previously when you've offered a place in your club)
- You direct the parent/guardian/gymnast to register and activate their British Gymnastics membership immediately online via a new section of the British Gymnastics website. This step is mandatory as it activates the British Gymnastics membership benefits which include the gymnast's insurance.
- As soon as the parent/guardian/gymnast has completed our new British Gymnastics membership process online, the membership charge will appear in your club's GymNET shopping basket ready for payment by your club in the usual way.
- Once the charge has been paid we will add the member to your club's membership list in GymNET (as we do now).

Option 2 - British Gymnastics takes payment

With this option, you can charge and process your club fees as you usually would, however, you won't need to take the British Gymnastics membership payments at all. We will take care of this through our new process as set out below:

- You direct the parent/guardian/gymnast to register and pay for their membership fee immediately online via the new section of the British Gymnastics website. Payment will be taken online as part of our new process and this automatically activates the British Gymnastics membership benefits which include the gymnast's insurance.
- As payment has been taken directly, British Gymnastics will simply add the member to your club's total member list in GymNET. This will enable you to cross-reference gymnasts at your club to identify members who haven't yet registered and paid their British Gymnastics membership. Each week, to further assist your club, we can also email a report of all your members who have paid and completed the British Gymnastics join or renew membership process.
- It will be the club's responsibility to ensure your club members have paid the British Gymnastics membership.

Whichever option you prefer, remember you must comply with the Membership Rules and insist on completion of the new British Gymnastics membership process online in our website. We will of course be on hand to support you with any difficulties with implementing this new process.

We'll ask you to tell us your club's preferred option in the coming weeks via GymNET.

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Club preference

We are busy building a whole new section of GymNET to enable you to personalise our membership system. This will mean that you can add your logo and some information about your club, as well as selecting your preferred payment option, how you would like us to tell you a member has joined, and the questions you would like us to ask members on your behalf.

We have taken on board the feedback from the clubs that we consulted and we will be enabling you to collect information such as:

- Allergies
- Medical conditions
- Emergency contact details
- Photography consent
- Permission to give first aid
- Person authorised to collect the gymnast from the club

All your club-specific information will be displayed during the British Gymnastics membership process, and all of the data captured will then be made available to you in GymNET; you will also be able to export the information to load it into any other database you may use.

As the GDPR means that we are having to change the way you interact with GymNET, we are also taking the opportunity to develop some additional functions that you have been asking for. To make sure you get the most out of GymNET, we will be providing a comprehensive user guide. This will be available before the new British Gymnastics membership process is launched.

Frequently Asked Questions

Why have British Gymnastics made this change?

The old legislation (the Data Protection Directive) was passed in 1995. As the world has evolved, and how we access digital content and share our personal data has changed, so must the way in which we govern our data. This change in legislation requires all organisations to review how they collect and process data, to operate in a compliant and lawful manner. Therefore, the change to the membership process was based on the updated regulation and was made in the interests of protecting the entire community from the potential impacts of non-compliance, including fines up to a maximum of €20m.

Did you consult with clubs?

We involved a number of clubs in the planning of the new process to make sure any changes can be implemented in the community with the minimum impact on the club network. We connected with a wide range of club types, sizes and structures to ensure the outcome meets everyone's needs whilst ensuring the sport is compliant with the GDPR. We are still engaged with this group of club representatives.

Can we still use imports?

The new system requires the data subject (or parent if the gymnast is under 16 years old) to agree to British Gymnastics terms and conditions and provide their consent to those elements of data processing which they are happy to accept. We need to be able to evidence that the data subject's consent is freely given, specific, informed and unambiguous and if required, provide this evidence to the regulator (ICO). The imports are unlikely to provide us with a robust evidence base and therefore it will no longer be possible to use imports.

What if my parents/members are not used to completing these kinds of processes online?

We understand that some members may be unfamiliar or more uncomfortable with using websites and completing registration online. We are building the system to be as user-friendly as possible. We will be able to support parents via phone and 'live chat' on our website. We can also provide clubs with information to give to parents/members if required. We will offer free training for clubs and regions to help implement the change.

What if my club or parent doesn't have a computer or wifi access?

The online membership system is being built to work on mobile phones and tablets as well as laptops and home computers. This means that parents can complete the process via their phone network. If wifi access is preferred, many places such as coffee bars have free wifi so the process could be completed outside a club venue.

Can British Gymnastics collect additional data about our members for us?

When we consulted with clubs we discussed how to ensure clubs get the maximum benefit from the change to the British Gymnastics membership process. The feedback from many clubs, was that if British Gymnastics could collect club-specific consents during the membership process, that would be extremely valuable as it could reduce the volume of club administration and reduce the risk of non-compliance.

This request has therefore been factored into our new process and there will be an opportunity via GymNET where you will be able to select questions

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you would like to ask the parent on gymnast whilst they are completing their membership online. This includes things like emergency contact details and medical conditions, as well as permissions for taking photographs, videos or to administer first aid. These questions will be displayed to parents/members and the information fed back to you. For many clubs this may remove the need for Club Membership forms entirely. If you do choose to continue with Club Membership forms, please remember – all systems and processes you use to collect, store and use data must be fully GDPR compliant.

Can I customise elements of the new online British Gymnastics membership process to reflect my club needs?

Yes, we have already included opportunities for you to customise the process. For example, there will be a page in GymNET where you will be able to upload a club logo and provide some information about your club which will be displayed to the person completing their registration.

How do we know if a parent/member has registered with British Gymnastics?

We will be assisting clubs by providing collateral and support documents to ensure parents understand the importance of timely registration and can access the system whilst they are at the club or at home. We will be providing an instant update in GymNET as parents/members register and also sending parents/members confirmation of their membership via email as well as offering 'a digital membership card' which can be shown to the club. In addition, clubs can opt to receive an email update of the people who have completed the process each week. As soon as someone has completed the membership process, they will appear in your club's list in GymNET. Updates will be instant and the list will only contain members that are classified as 'current'.

What will the parent/member receive when they've completed the British Gymnastics membership process to confirm that they've registered?

Once a parent/member has completed their membership online they will receive a welcome email from British Gymnastics, along with a link to download a 'digital membership card'. To access the digital version of their membership card, they will need to access their membership confirmation email on their phone. This is stored in the their phone's 'wallet' app. Some people will already be familiar with this app and enjoy this option. If we are taking the British Gymnastics membership fee directly, the member/parent will also get a receipt for their payment emailed to them at the time of completing the membership process.

Why can't our club renew existing British Gymnastics memberships?

You can no longer pass member data to British Gymnastics as all data must be compliant, including historic data belonging to existing members. This is a non-negotiable element of the change to regulation. To make the process as quick and as easy as possible we will be asking existing members or their parents to complete some security questions at the start of the process and we will then provide the parent/member with the information we already have for them and enable them to update it.

Do we have to register all members through this process?

Yes, this is mandatory. As you will be aware, part of the registration requirement for clubs is to ensure all members of the club hold British Gymnastics membership at the appropriate level. It is not an option for clubs to only direct competitive members to activate their membership and therefore clubs that fail to comply with this requirement **will not** be accepted for registration with us, or will have their registration cancelled.

What support is British Gymnastics going to provide?

British Gymnastics will be providing lots of training and resources to support clubs to become GDPR compliant and, help you to manage the change with your parents/members. We will provide resources specially created for clubs to support your internal processes. In addition, there will be a specialist team working in the community to deliver training and one-to-one guidance to clubs, where required. Customer Service will offer specialist phone support and live chat in the usual way. However, clubs are ultimately responsible for their own compliance and ensuring their staff and volunteers who have access to personal data as part of their role have received appropriate training.

At what point is my member insured?

Members will be insured from the point at which their British Gymnastics membership is registered online via their completion of the new membership process, irrespective of whether the club or British Gymnastics is collecting the membership fee. Clubs will need to inform parents/members that participation in activity cannot continue until the British Gymnastics online join/renew process has been completed. To help you with this matter, we are providing support documents such as posters, flyers and sample letters within GymNET to help with the communication to parents/members.

What if our classes start in September 2017 but the British Gymnastics membership system isn't launched until October 2017? How will this impact new members?

For the 2017-18 membership year only, we will provide insurance cover for classes that start in September 2017, prior to our new system being launched. In subsequent membership years, if a new member joins part way through the year, reduced rates may be applied.

I would like British Gymnastics to collect data on behalf of my club. What needs to be put in place?

We will act on your behalf to collect member data and the relevant consents you require to use personal data in connection with the provision of your gymnastics activities, but your club is responsible for how the information is used. The GDPR contains special provisions that apply in these circumstances. It says that, where you use a data processor (i.e. British Gymnastics), you must put in place a written contract that sets out the nature of the processing, the categories of data and the specific responsibilities of each party. We will provide a helpful data processing template contract for clubs to use and work with your club to create club-specific privacy notices. This is alongside additional support to ensure your data processing is GDPR compliant.

Why can British Gymnastics collect data for the clubs but the clubs can't collect data for British Gymnastics?

We are responsible for ensuring our membership data is compliant in collection, storage, usage and deletion in line with the requirements of the GDPR. As we carry out additional activities with that data such as providing individual insurance, sending communications, sending a membership pack etc, we are classified as 'data controllers'. For clubs to collect consent on our behalf, clubs would be required to provide all of our compliance evidence including privacy notices, specific information related to data sharing, our data policies and so forth, which makes the process extremely complex across 1500 clubs. However, if we collect information on your behalf, your

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obligation is to ensure that we are compliant, which we will be. With some significant IT work, we could potentially create a way to be dually compliant but that would involve us managing hundreds of different versions for the range of clubs and systems in use, plus making a separate system for clubs that don't have IT infrastructure, which, given the time constraints of the regulation, we can't do.

What if the club collect the British Gymnastics membership fee, but the parent/member doesn't activate their membership via the British Gymnastics membership system?

If a parent/member doesn't register with British Gymnastics, none of their member benefits, including insurance, will be activated and they should not be taking part in gymnastics activity in your club. In this scenario, clubs would need to refund the British Gymnastics membership fee collected. We will be creating club toolkits such as content wording, letter templates and communication to be provided to parents, informing them about why they need to complete the British Gymnastics membership process and informing them that the member benefits, including insurance, will not be in place until they have completed the process.

What about collecting my club administration fee?

We are aware that many clubs apply an annual administration charge and we will be providing to clubs suggested wording help explain this to parents/members. We want to help clubs be transparent when explaining how much they charge and the kind of things that the administration charge helps them pay for. Please visit the GDPR section of the Resource Centre in GymNET to access these sample letters.

Can I still take the British Gymnastics membership fee payment from parents/members at my club?

Yes. Please read pages 4 and 5 in this part of the booklet to see the two options available. With both options we will provide important information about your members, back to you via GymNET.

Will parents be able to register multiple members at the same time?

Yes they will. Feedback we have received from the community was that this would be a real benefit. Our new online membership system is being developed to enable a parent to create a 'master' account and then attach multiple members to that account. This will mean parents (including parents that coach or carry out a club role), can pay for all memberships in a swift and efficient way.

What do I do with the paperwork I have in the club already, including old and current member information?

The GDPR requires clubs to demonstrate accountability in respect of the data collected within a club and requires the identification of a lawful basis for every processing activity undertaken. We will be providing training to help clubs to understand what is meant by 'lawful reasons' and how these might be relied upon and how to demonstrate GDPR compliance. The data that clubs can retain under the new regulation is likely to be considerably less than currently held unless the club can identify a lawful basis for continuing to use or hold the data. We will be creating guides and toolkits to assist you with asking yourselves these questions and evidencing consent.

Support on offer

We are working hard behind the scenes to make sure you are supported in achieving GDPR compliance. Our support service includes:

- A dedicated team working within the community to help guide you through the steps to compliance.
- Training opportunities for your club including online modules, face to face workshops, webinars and 1-2-1 support.

- Online resources for you to share with your teams. We have already created a GDPR menu in the Resource Centre of GymNET.
- A GDPR helpline and specialist support in the Customer Service team who will be able to guide you through any assistance you need by phone, email or live chat.

British Gymnastics is committed to working closely with our clubs to implement these important changes that will have wide ranging benefits for individuals regarding their privacy.

Call our Customer Service team
0345 129 7129

Email our Customer Service team
customerservice@british-gymnastics.org

Use live chat to engage with our
Customer Service team via our website
www.british-gymnastics.org