

High Life Leisure Membership Privacy Notice

v8 – November 2025

- **Purpose**

High Life Leisure Membership

- All Inclusive
- Budget (current memberships end Dec 2026)
- Active Scheme
- Free High Life Card (Pay as You Go)

- **Description**

HLH offer customers use of its facilities as part of the High Life Leisure Membership. Personal information is required to administer your membership contract and is stored in the leisure management software system. If the membership is All Inclusive then payments will be taken either by annual charge, via monthly Direct Debits or recurring card payment (RCP).

Your contact details will be used to contact you in relation to the membership that you have with High Life Highland.

- **If you do not give us your information**

If you do not provide High Life Highland with your personal details we will be unable to provide you with a membership card and related benefits.

- **Conditions for processing personal information**

Contract – HLH need to process this personal information to fulfil the contract with the customer (Article 6 (1)(b) of GDPR).

- **Your rights**

- Access to personal data
- Amendments to your data
- Erasure of your personal data
- Change the way we process your personal data

[Find out more about your rights](#)

- **Who we share your information with**

High Life Highland processes your personal data using third party software and payment systems in order for it to administer High Life leisure memberships.

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For the Active Scheme, personal details including Name and Full Address will be shared with The Highland Council for initial check and thereafter every 3 months for the purpose of confirming members continue to meet the criteria for qualifying for the scheme against those in receipt of Full Council Tax Reduction.

- For a list and more information on third party processors please visit:
www.highlifehighland.com/GDPR/DataProcessors

- **How long we hold your information**

HLH will retain your data on continuous basis. Once a paid membership is expired, members are held as Pay As You Go. If you would like us to remove your details, please email DPO@highlifehighland.com

- **Automated processing**

Your personal information is not subject to automated decision making or profiling.

- **Data controller**

The data controller is The Highland Council (High Life Highland delivers services on behalf of The Highland Council).

- **Data Protection Officer**

Contact our Data Protection Officer:

Data Protection Officer
Highland Council Headquarters
Glenurquhart Road
Inverness
IV3 5NX
01463 702029

DPO@highlifehighland.com

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- **Supervisory authority**

If you are unhappy with the way HLH have processed your personal information you can contact the Information Commissioner:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

<https://ico.org.uk/global/contact-us/>