



- **Purpose**

Complaints Handling Form, Customer Feedback Form and Curling Feedback Form.

- **Description**

These forms are used by Moray Leisure Centre to obtain feedback from customers on the service and facilities we provide.

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

If you do not supply us with your information we will be unable to contact you on any feedback received.

- **Conditions for processing personal information**

Consent – we need to process this personal information to follow up and investigate all comments, compliments and complaints received from customers.

- **Your rights**

- Access to personal data
- Rectification of personal data
- Erasure of personal data
- Restrict processing of personal data

- **Who we share your information with**

Personal information given is not shared with anyone.

- **Data controller**

The data controller is Moray Leisure Ltd.



**moray leisure centre**  
**healthy living centre**

- **Data Protection Officer** Contact our Data Protection Officer:

Data Protection Officer  
Moray Leisure Centre  
Borough Briggs Road  
Elgin  
IV30 1AP  
01343 550033  
[dpo@mlc-elgin.co.uk](mailto:dpo@mlc-elgin.co.uk)

- **Supervisory authority**

If you are unhappy with the way we 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/>