

Chester RUFC Privacy Policy

1. General

1.1

Chester Rugby Union Football Club Limited, a company registered in England with company number **IP28288R** whose registered office is at Hare Lane, Littleton, Chester, CH3 7DB ("**we**", "**us**" and "**our**") takes the privacy rights of members of Chester Rugby Union Football Club ("**the Club**", "**Chester RUFC**") seriously.

We are the data controller and we will process your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 and national laws which relate to the processing of personal data ("Data Protection Legislation").

1.2

This privacy policy explains how we process personal data when you join the Club. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

2. Your Data

2.1

For the purposes of this privacy policy, "Your Data" means any information about you from which you are personally identifiable, including without limitation your name, age, address, role at the Club, email address and mobile telephone number (and where applicable, your login name and password) and other information from which you can be identified (such as video footage or photographs) which you (or a third party) may disclose to us at any time.

2.2

The Rugby Club premises are under 24 hour CCTV surveillance. Images are monitored and recorded for the purpose of crime prevention and detection, anti-social behaviour, and for the staff safety of our staff, club members and the public.

Images are retained for a period of 30 days and any members wishing to review the recordings are entitled to do so upon making a Subject Access Request to sar@chester-rufc.com.

3. How we collect Your Data

We may collect and process Your Data in the following circumstances:

3.1

When you join the Club and complete an application form;

3.2

When you register to use pitchero.com/clubs/chesterrufc;

3.3

Whenever you or a third party provide Your Data on an online form on pitchero.com/clubs/chesterrufc (for example, when you submit video, images and other material via android and mobile applications);

3.4

When you become a sponsor of Chester RUFC;

3.5

Whenever you provide Your Data to us when reporting a problem, making a complaint, making an enquiry or contacting the Club for any other reason;

3.6

Whenever you disclose Your Data to us, or we collect Your Data from you, in any other way, through pitchero.com/clubs/chesterrufc, or otherwise.

4. How we use your information

We use Your Data for our own legitimate interests, in order to:

4.1

Provide you with information, products or services that you request from us;

4.2

Notify you about changes to the Club's service;

4.3

Process and deal with any complaints or enquiries made by you;

4.4

Investigate any suspected breach of the terms of service by or otherwise relating to you; and

4.5

Contact you for marketing purposes and share Your Data with third parties (see sections 8 and 9 of this policy for further details).

5. **Retention of your data**

5.1

Where you are a registered member of the Club, subject to exercising your rights detailed in section 14 of this policy, we retain Your Data for as long as you remain an active member. Where you decide to cancel your membership, your membership will be de-activated and Your Data will be deleted.

Where you have subscribed to receive marketing correspondence from us we will keep your personal data for marketing purposes whilst your account remains active. This is subject to you exercising your right to unsubscribe from receiving such correspondence at any time.

5.2

Where you are a non-registered user or a registered user whose personal data has been uploaded to pitchero.com/clubs/chesterrufc, Pitch Hero Limited will store Your Data for the benefit of the Club for as long as the Club requires (Pitch Hero do not use this information for their own purposes).

6. **Supplier data**

If you are one of our suppliers we will collect details such as a contact name, email address, telephone number and bank details in order to contact you about goods and/or services we have ordered from you, to place further orders and to pay you for the goods or services supplied. We may share your data with our employees to manage our relationship with you and we will keep the personal data for as long as we require your goods and services and for a period of 6 years further to being provided with the goods/services. You may exercise any of the rights referred to in section 14 of this policy in relation to your personal data.

7. If you fail to provide personal data

Where we need to collect personal data by law or under the terms of a contract we have with you and you fail to provide the data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

8. Marketing

8.1

In addition to the uses described in sections 2 to 6 above, we may also use Your Data for our legitimate interests including for marketing, market research and related purposes, such as:

8.2

Providing you with information about our products and services, or related products and services from sponsors or other 3 parties via email/post/telephone/text which may be of interest to you;

8.3

Asking you to participate in market research, for example surveys about topical issues, our services and products. We will always try to tell you before you participate in a survey how any information you provide in the survey will be used.

8.4

Your right to opt-out - You have a right to opt-out of receiving any marketing information (from ourselves and/or a third party) at any time. To opt-out of receiving such information you can:

8.4.1

Amend your preferences accordingly in your on-line account; or

8.4.2

Use the facility contained in any marketing communication or other club communication that you receive; or

8.4.3

email us at sar@chester-rufc.com

8.4.4

Where you have subscribed to receive marketing correspondence from us we will keep personal data for the period set out in section 5.1 of this policy.

9 Disclosure of Your Data to Third Parties

In addition to the third parties mentioned above, we may disclose Your Data to third parties for our legitimate interests as follows:

9.1

To our employees and agents to administer your membership account;

9.2

To payment providers to process online payments for our goods and/or services;

9.3

HM Revenue and Customs, regulators and other authorities who require reports of processing activities in certain circumstances;

9.4

Marketing organisations to assist with the distribution of our marketing correspondence;

9.5

To the police, regulatory bodies or legal advisers in connection with any alleged criminal offence or suspected breach of the Terms of Service or where we are under a duty to disclose or share Your Data in order to comply with any legal obligation;

9.6

To governing and representative bodies of sport and recreation including local and county leagues to improve the management and co-ordination of sport within their territory, undertake marketing and survey participation (where we have your consent).

10. Cross border data transfers

Some of our third party software providers may transfer and process Personal Data outside of the European Economic Area ("EEA"). Adequate levels of protection approved by the European Commission are in place for the security of your personal data through the software providers certification under the EU-US Privacy Shield.

11. Data security

11.1

Where we have given You (or where You have chosen) a password which enables you to access certain parts of pitchero.com/clubs/chesterrufc, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

11.2

Unfortunately, the transmission of information via the internet and mobile networks is not completely secure. Although we will do our best to protect Your Data, we cannot guarantee the security of Your Data transmitted to or from The Club and to pitchero.com/clubs/chesterrufc. Any transmission is at your own risk.

In the case of Pitch Hero, once Pitch Hero Limited have received Your Data, they will use strict procedures and security features to try to prevent unauthorised access. Please familiarise yourself with [Pitchero.com](https://pitchero.com)'s Privacy Policy.

12. Links to other websites

[Pitchero.com/clubs/chesterrufc](https://pitchero.com/clubs/chesterrufc) may, from time to time, contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these. When you leave pitchero.com/clubs/chesterrufc, we encourage you to read the privacy notice/policy of every website you visit.

13. Legal basis for processing your personal data

13.1

We will only use your personal data where the law allows us to. Most commonly, we will use your personal data in the following circumstances:

13.2

For performance of a contract we enter into with you;

13.3

Where necessary for compliance with a legal or regulatory obligation we are subject to; and

13.4

For our legitimate interests (as described within this policy) where your interests and fundamental rights do not override these interests.

14. Access to, updating, deleting and restricting use of Your Data

14.1

It is important that the personal data we hold about you is accurate and current. Please keep us informed if the personal data we hold about you changes. (Where you are a registered user of pitchero.com/clubs/chesterrufc you may update your data contained in your on-line account at any time).

14.2

Data protection legislation gives you the right to object to the processing of your personal data in certain circumstances or withdraw your consent to the processing of your personal data where this has been provided. You also have the right to access information held about you and for this to be provided in an intelligible form. If you would like a copy of some or all of your personal data, please send an email to **sar@chester-rufc.com**.

14.3

You can also ask us to undertake the following:

14.3.1

Update or amend Your Data if you feel this is inaccurate;

14.3.2

Remove Your Data from Our database entirely;

14.3.3

Send you copies of Your Data in a commonly used format and transfer Your Data to another entity where you have supplied this to us, and we process this electronically with your consent or where necessary for the performance of a contract;

14.3.4

Restrict the use of Your Data.

14.4

We may request specific information from you to help us confirm your identity and your right to access/provide you with the personal data we hold about you or make your requested changes. Data protection legislation may allow or require us to refuse to provide you with access to some or all of Your Data or comply with requests made in accordance with your rights referred to above. If we cannot provide you with access to Your Data, or deal with any other request we receive, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

14.5

Please send any requests relating to the above to our Data Protection Lead at **sar@chester-rufc.com** specifying your name the action you would like us to undertake.

15. Right to withdraw consent

Where you have provided your consent to the collection, processing and transfer of your personal data, you may withdraw that consent at any time. This will not affect the lawfulness of data processing based on consent before it is withdrawn. To withdraw your consent please contact us at sar@chester-rufc.com.

16. Changes to our privacy policy

Any changes we may make to this privacy policy in the future will be posted on pitchero.com/clubs/chesterrufc. We encourage you to check this privacy policy from time to time for any updates or changes to the privacy policy. If we would like to use your previously collected personal data for different purposes than those we notified you about at the time of collection, we will provide you with notice and, where required by law, seek your consent before using your personal data for a new or unrelated purpose. We may process your personal data without your knowledge or consent where required by applicable law or regulation.

17. Contact Us

If You have any questions, comments or requests regarding this policy or how We use Your Data please contact our Data Protection Lead at **sar@chester-rufc.com**.

This is in addition to your right to contact the Information Commissioners Office if you are unsatisfied with our response to any issues you raise at <https://ico.org.uk/global/contact-us>.