



PRIVACY AND COOKIES POLICY – Berkshire Cricket Limited

Berkshirecricket.new.clubpay.co.uk is operated by ClubPay Limited and www.berkshirecountycricketclub.org is operated by Pitchero on Behalf of Berkshire Cricket Limited. Berkshire Cricket Limited is the Data Owner and Clubpay Limited / Pitchero are the data controller in respect of all personal data collected on the respective websites website.

This privacy policy explains what information we collect about you, how we use it, and the steps we take to ensure that it is kept secure. We also explain your rights and how to contact us.

Please note the Berkshire Cricket Limited websites may contain links to other websites which are provided for your convenience. We are only responsible for the privacy practices and security of this site. We recommend that you check the privacy and security policies and procedures of each and every other website that you visit.

BY USING THIS WEBSITE AND GIVING PERSONAL INFORMATION TO US, YOU INDICATE THAT YOU CONSENT TO US AND BERKSHIRE CRICKET LIMITED PARTNERS COLLECTING AND USING THIS PERSONAL INFORMATION IN ACCORDANCE WITH THE TERMS SET OUT IN THIS POLICY.

Children

If you are under 16, you will need the permission of your parent or guardian before registering on our website(s) and we will require your parent or guardian to confirm that they have given permission. We may ask for their contact details so that we can check that they have done so and may carry out checks to confirm that the details you have given us are correct.

We normally only send newsletters and offers and opportunities to children where their parent or guardian has given consent to them being sent. Your parent or guardian can change their mind at any time.

The information we collect

In order to provide you with the services you require, Berkshire Cricket Limited will collect personal information about you from our website, telephone conversations, emails and written and verbal communications. These will include, for example, your name, address, email address, phone number and details that are relevant to the service(s) in which you are interested. Occasionally we may ask for date of birth and medical / Disability information, for example, where the service you require has age related restrictions or conditions that may affect your participation in certain events.

We may supplement the information that you provide with other information that we obtain from our dealings with you or which we receive from other organisations, such as County Cricket Boards, Cricket clubs, other cricketing organisations and Berkshire Cricket Limited Partners.

Information about other people

If you provide information to us about any person other than yourself, you must ensure that they understand how their information will be used and that you are authorised to disclose it to us, and to consent to its use on their behalf, before doing so.



IP addresses

In order to understand how users use our website and services, we may collect IP addresses.

Cookies

In common with many other website operators, we may use standard technology called 'cookies' on this site. Cookies are small pieces of information that are stored by your browser on your computer's hard drive and they are used to record how you navigate this website on each visit.

Our cookies are used to enable us to develop our website to reflect our customers interests and by noting who has seen which pages, properties and advertisements (including click throughs from emails), how frequently particular pages are visited and to enable us to determine the most popular areas of our website. We may use cookies to enrich your experience of using the website by allowing us to tailor what you see to what we have learned about your preferences during your visits to the site. Sometimes we use third parties services such as Google Analytics and Sitestat and they may use cookies on our behalf in order to provide their services.

You may get cookies (including Flash cookies) from our sponsors and advertisers if you click on their links or adverts. You should check their privacy and security policies to understand how they use these.

Flash cookies

Adobe uses a particular type of cookie called a 'Local Shared Object'. Typically, these will be collected if you watch a video which uses Adobe's Flash media player.

Preventing use of cookies

Most browsers automatically accept cookies, but you can usually change your browser to prevent cookies being stored. With experience, you can usually choose to switch off all cookies or to allow only certain 'trusted' sites to place cookies.

For further information on cookies and Flash cookies and how to switch them off see the 'Cookies - advice for members of the public' guide on the Information Commissioner's website at www.ico.gov.uk or visit www.allaboutcookies.org or www.aboutcookies.org.

PLEASE NOTE, IF YOU DO TURN COOKIES OFF, THIS WILL LIMIT THE SERVICE THAT WE ARE ABLE TO PROVIDE TO YOU AND MAY AFFECT YOUR USER EXPERIENCE (FOR EXAMPLE, YOU MAY HAVE TO MANUALLY RE-TYPE YOUR USERNAMES AND PASSWORDS EACH TIME YOU VISIT OUR WEBSITE)

How we will use your information

All personal information that we obtain about you and/or any other person whose details you provide will be recorded, used, and protected by us in accordance with current data protection legislation, our Terms and Conditions and this Privacy Policy. We will primarily use the personal information:

- for registration, membership and general administration (including verification, vetting, security checking, issuing tickets, passes and permits as appropriate)
- to provide the services you request from us
- to communicate with you in the event that any services requested are unavailable or if there is a query or problem with your requests
- for record keeping purposes
- to carry out market research so that we can improve the services we offer
- to track and analyse activity on our website



- to create an individual profile for you so that we can enhance your user experience, to understand and respect your preferences and to provide newsletters and details of relevant offers and opportunities where you have agreed to receive them
- Disclosing your personal information
- In order to provide our products and services, we may, occasionally, appoint other organisations to carry out some of the processing activities on our behalf. These may include, for example, technology hosts, printing companies and mailing houses. In these circumstances, we will ensure that personal information is properly protected and that it is only used in accordance with this Privacy Policy.

Cricket organisations

As County Board responsible for cricket within Berkshire, Berkshire Cricket Limited has relationships with other cricket related organisations such as the ECB, First Class County Cricket Clubs, County Cricket Boards, the MCC, cricket clubs and cricket leagues (each a cricket organisation) and some of the goods and services available on or through The Berkshire Cricket Websites are provided by those Cricket Organisations. Each Cricket Organisation has its own privacy practices and you should check that you are satisfied with them before you provide any personal information to them.

Berkshire Cricket Partner Programme

Berkshire Cricket Limited has teamed up with a selection of carefully chosen sponsors and commercial partners – The Head Partnership, SummerLeaze, Pheonix Retail, WestCoast, Serious Cricket Newbury Building Society.

Newsletters, offers, opportunities

We and Berkshire Cricket Limited Partners would like to contact you and/or any person whose information you provide to us to provide newsletters and to tell you and/or them about offers and opportunities (such as discounts, competitions, events and hospitality) that are available and about a range of other initiatives in a number of ways, including by post, telephone, text/picture/video message or by email. Details of how to opt-in to or opt-out of receiving details of offers are on relevant pages of this website.

Subscribe / Unsubscribe

You and any other person whose information you have provided to us can change your/their mind about whether you wish to receive details of offers and opportunities at any time by using any of the methods shown below (see the section "How to contact us" below) or by following the instructions with each offer you/they receive.

Security

We take the security of personal information seriously. We employ security technology, including firewalls, and Secure Socket Layers to safeguard information and have procedures in place to ensure that our paper and computer systems and databases are protected against unauthorised disclosure, use, loss and damage.



Monitoring

We may monitor or record telephone calls for security purposes and to improve the quality of the services we provide to you.

Use of information outside of EU

Some of the organisations to which we may disclose personal information may be situated outside of the European Union. In order to provide the products and services you or others whose information you have provided to us, we may need to transfer your/their personal information to these countries some of which do not have laws that protect privacy rights as extensively as in the United Kingdom. If we do transfer your personal information to other territories, we will take proper steps to ensure that the information is protected in accordance with this Privacy Policy.

Changes to this privacy policy

Privacy laws and practice are constantly developing and we aim to meet high standards. Our policies and procedures are, therefore, under continual review. We may, from time to time, update our security and privacy policies and suggest that you check this page periodically to review our latest policy.

Updating and correcting information

You may update or correct your personal information online in relevant membership areas or by contacting us in writing or by email (see the section "How to contact us" below). Please include your name, address and/or email address when you contact us as this helps us to ensure that we accept amendments only from the correct person. We encourage you to promptly update your personal information if it changes. If you are providing updates or corrections about another person, we may require you to provide us with proof that you are authorised to provide that information to us.

Your rights to access

You have the right to receive a copy of the personal information that we hold about you. The same right applies to any other person whose personal information you provide to us. We may charge a small fee towards the cost of administering any request made. The current fee is £10.00.

How to contact us

Email – neville.wallace@berkshirecricket.org

Post - 19 Gingells Farm Road, Charvil, Reading, Berkshire, United Kingdom, RG10 9DJ

