

Scunthorpe United Football Club Privacy Statement

This website is operated by Scunthorpe United Football Club. We take your privacy very seriously therefore we urge to read this policy because it contains important information about:

- Who we are
- What we do with the personal data you provide
- Who your personal data may be shared with
- What rights you have

Who we are

Scunthorpe United Football Club are a professional football club based in North Lincolnshire. We sell tickets to football matches and other events, run club membership schemes, sell merchandise on site as well as on-line and take bookings for pitch and function room hire. For the purposes of data protection regulations we are a 'data controller' (i.e. we decide what personal data to collect about our customers and what we will do with your personal data and we have an obligation to protect it).

Information we collect

When you place an order we will ask you for your name, address, email and telephone number which we store for as long as reasonably required and until the account has been inactive for seven years. We also ask for your credit/debit card details which goes to our secure payment processing provider WorldPay whose privacy statement is [here](#).

We store your IP address and use cookies. Cookies are small text files which are transferred from our website. They are widely used in order to help websites work more efficiently (e.g. by helping us identify you and remember details that you do not have to re-input or for us to tailor our website to your preferences) as well as provide general (not individual specific) website usage information. Most web browsers allow some control to restrict/block cookies, however this may affect your ability to use our website. For more information about cookies and how to adjust your browser settings see the [Internet Advertising Bureau website](#).

How we use the information we collect

We will only use your personal information to administer your account and to provide the products and services you have requested from us. Under the General Data Protection Regulations (GDPR) the lawful bases we have for processing your data for this purpose is called contract (this is one of 6 lawful bases under GDPR).

However, from time to time we would like to contact you with details of events, discounts and promotions but we will only do this according to the consent boxes you tick when you provide us your personal data (consent is one of the 6 lawful bases for processing personal data under GDPR). Such promotions could be sent by post, email, telephone or text message.

We will ask for your consent on the first occasion that you provide any relevant contact information (e.g. on purchase of goods or a match ticket, when completing a membership form, signing up to a newsletter, registering for a trial or soccer school, making a pitch / room booking, entering a competition etc). If you opt in to receive such marketing from us, you can opt out at any time (see 'What rights do you have?' below for further information). If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details below.

We cannot accept consents given via the internet for children U16.

Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be generated from your personal data but does not directly reveal your identity. However, if we combine or connect Aggregated Data with your personal data so that it can directly identify you, we treat the combined data as personal data which will be used in accordance with this Policy.

Who your information may be shared with

In Brief: We may disclose your personal data to any member of Scunthorpe United Football Club group of companies, partners or service providers or contractors insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy.

We may disclose your information to third parties as follows:

- To other companies within our corporate group, including any of our affiliated community schemes such as the Community Sport & Education Trust.
 - To service providers who carry out some data processing activities on our behalf. For example, mailing services, payment processing, IT infrastructure, software and hosting, analytics, and advertising delivery service providers, along with other relevant partners used to help us deliver the Site to you.
- We do not allow our third-party service providers to use your personal data for their own purposes unless they can otherwise lawfully do so;
- o our commercial partners or sponsors. For example, if required for prize or opportunity fulfilment in relation to promotions you engage with (but only for direct electronic marketing purposes where you have agreed to this). Click here for details about the current EFL Group and SUFC's commercial partners;
 - Other organisations in the football industry where required for completion of the purposes set out in this Policy, such as other football leagues, clubs, governing bodies, and match venues. For example, if you enter a competition and win tickets to a match we may need to share details with the stadium or participating clubs, for ticket delivery and/or health and safety or other legal reasons;
 - To professional advisers including lawyers, bankers, auditors and insurers where required for those parties to provide services to us;
 - To third parties to whom we may choose to merge with, sell or transfer all or parts of our business or our assets (or businesses we may acquire). New owners of our business may use your personal data in the same way as set out in this Policy;
 - To law enforcement agencies, Courts or other dispute resolution forums, or other legal or regulatory authorities if we are under a duty to disclose or share your personal data to comply with any legal obligation, or are enforcing or protecting our rights, or lawfully co-operating in the protection of third party rights; and/or
 - To any credit reference or similar pre-service or communication vetting agency (if any) for the purposes of fraud protection and credit risk reduction in relation to paid for services you request from us or assisting our compliance with lawful requirements.
 - We may have to share your personal data with the parties above for the purposes set out in the "What do we use your information for?" section of this Policy. In some circumstances, there may be other lawful reasons for the third party to use your data in accordance with any privacy notice they make available to you.
 - Scunthorpe United is a member of the English Football League (EFL) and is subject to the EFL's rules and regulations. We may disclose your personal information to the EFL where required for the purpose of complying with those rules and regulations, other purposes set out in this notice. The EFL will respect the security of your personal data and treat it in accordance with the law. Further information about the EFL's use of personal data generally can be found in the EFL Privacy Notice at www.efl.com/efl-privacy-notice.
 - Send outs by Facebook Messenger - Our Facebook Messenger service use cookies and data from Facebook, to ensure that you will get relevant send outs.

We'll never share your details with other organisations without your permission, unless we're required to by law.

Keeping your information secure

We will use technological and organisation measures to keep your information secure. However, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

What rights do you have?

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or it, please:

- [login](#) to your account on the website and you can view all information held on our Venue Management System
- or email, call or write to us (using the contact details below). Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and let us know the information you want a copy of.

Right to correct any mistakes in your information or have your data erased

You can require us to correct any mistakes in your information which we hold or have it erased free of charge. If you would like to do this, please:

- [login](#) to your account on the website and you will be able to edit your personal information held on our Venue Management System
- or contact us using the details below. Let us have enough information to identify you (eg account number, user name, registration details), and let us know the information that is incorrect and what it should be replaced with.

Right to ask us to stop contacting you with direct marketing

You can ask us to stop contacting you for direct marketing purposes in a number of ways:

- via unsubscribe buttons on emails and texts.
- [login](#) to your account on the website and you will be able to edit your personal information held on our Venue Management System
- [or click here](#) to open the unsubscribe page
- or email, call or write to us (using the contact details below). Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

If you are not happy with the way we have managed your personal data you can complain to us via the details below. You can also complain to the Information Commission Office on 0303 123 1113 or go to their web site [here](#).

Third Party Websites

The web site may contain links to other web sites. We take no responsibility for the content, privacy policies or practices of third party web sites.

Will this Policy Change?

Yes we like to ensure you are up to date about our use of your personal data. If we update this policy we will notify you, unless the changes are minor.

We may need to update this Policy, and minor changes will be posted on this page so you should check back from time to time. Significant changes will be notified to you.

This Policy was last updated on 14th February 2019.

Contacting us

If you have any questions about this statement or the information we hold about you, please contact our Data Protection Officer at:

Tel: 01724 747680

Email: datacontroller@scunthorpe-united.co.uk

Post: Data Protection Officer, Glanford Park, Jack Brownsword Way, Scunthorpe, DN15 8TD