**Member Privacy Policy**



**Horley Cricket & Hockey Club**



Horley Cricket & Hockey Club (HCHC) is committed to protecting the privacy of your personal information, to letting you know how it is used and to ensuring that it is always used responsibly.

References to “we”, “us”, or “our” in this privacy statement are references to HCHC, which includes Horley Cricket Club (HCC), Horley Hockey Club (HHC) and Horley Squash Club.

This notice applies to all playing and associate members of HCHC, potential playing and associate members and parents of junior members. It is intended to provide information about how HCHC will collect, hold and use personal data relating to its members, potential members and parents of junior members, and what your rights are.

**The data controller is Horley Hockey & Cricket Club**.

This Policy is available to view on our websites [www.horleycricketclub.co.uk](http://www.horleycricketclub.co.uk) and [www.horleyhockeyclub.co.uk](http://www.horleyhockeyclub.co.uk)

**1. PERSONAL INFORMATION WE COLLECT FROM YOU**

Depending on the type of membership you register for with us, we may collect the following **personal information** about you:

* Personal contact details – name, email address, postal address, telephone numbers
* Date of birth and & gender
* Details of family members and emergency contacts
* Membership start and end date
* Details of your membership with us – your membership status, payments, bar card transactions, access card activity
* Records of your interactions with us such as telephone conversations, emails and other correspondence when you make enquiries, provide comments, make complaints or submit feedback to us
* Images in video and/or photographic form
* Additional information collected for junior members only – parent / guardian name and telephone number, school attended and year group
* Records of your attendance at training and matches
* DBS check status, coaching qualifications and / or first aid qualifications (for certain volunteer roles)
* Your marketing preferences – so we know whether and how we should contact you

We may also collect, store and use the following “**special categories”** of more sensitive personal information regarding you:

* Your race or ethnicity
* Information about your health, including any medical condition

**2. HOW WE COLLECT YOUR INFORMATION**

We mainly collect personal information that you give to us when you apply to become a member of the club – either by paper application form, an online application form, or when you register via the online portal Pitchero.

We will also collect information when you make a query and/or complaint or when you correspond with us by phone, email or some other way.

We also collect information regarding bar purchases and access to club grounds / facilities through the IT systems supported by your membership card (Stockade and Net2Access)

Photographs and videos may be taken at training, matches and other HCHC / HCC / HHC events. Parental consent is sought for junior members to be the subject of these images.

It is important that the personal information we hold about you is accurate and up-to-date and you should let us know if anything changes, for example if you change your phone number or email address. You may update some of the personal information we hold about you through our online date consent form on our main club website <https://www.horleycricketclub.co.uk/data-consent.html> . In addition, playing members should also update their personal information via their Pitchero account.

**3. HOW WE USE THE INFORMATION WE COLLECT**

We use the personal information that we collect to enable us to manage your membership with us and to effectively run the club. The table below describes the main purposes for which we process your personal information, and our lawful basis for being able to do this.

|  |  |
| --- | --- |
| Purpose | Lawful Basis |
| * To provide you with information relating to your membership, including payment status and notices of Club AGM and/or EGMs
* To share HCHC / HCC / HHC / Horley Squash Club news and events
* To keep in contact with players, parents and junior players about training, selection and fixtures
* To answer your queries or complaints
* To ensure security and protect our business interests. In certain circumstances we may use your information to ensure the security of our services and people, including to protect against and deter fraud, unauthorised or illegal activities, and for systems testing, maintenance and development
* To retain statistical and historical information / records about HCHC or individual sports sections, including attendance at events & competitions
* To use information about your health, medical & disability status to ensure your health & safety and to assess your fitness to participate in activities we host and to provide appropriate adjustments to our facilities and activities
* For the purposes of equal opportunities monitoring
* To gather evidence for possible grievance or disciplinary hearings
* To comply with legal obligations, for example – regarding people working with children to comply with our Safeguarding requirements
* Use of images in video or photographic form to promote the club, our events and sports achievements
 | This is necessary to enable us to properly manage and administer your membership contract with usWhere you have given us your explicit consent to do so and your contact preferencesThis is necessary to enable us to properly manage and administer your membership contract with usWe have a legitimate interest to provide customer and complaint handling servicesWe have a legitimate interest to operate a safe and lawful business, or where we have a legal obligation to do soWe have a legitimate interest in doing so to ensure that our membership is targeted and relevantWe have a legitimate interest to promote a sports environment that is inclusive, fair and accessible We have a legitimate interest to promote a sports environment that is inclusive, fair and accessibleWe have a legitimate interest in doing so to provide a safe and fair environment for all members and to ensure the effective management of any disciplinary hearings, appeals and adjudicationsFor criminal record history we process personal data on the basis of legal obligations or based on your explicit consentWhere you (or parent for junior members) have given us your explicit consent to do so |

**4. WHO WE SHARE YOUR INFORMATION WITH**

We do not share personal information with third parties unless it is required by law, necessary for us to do so to administer our membership contract with you, or where we have another legitimate interest in doing so. We share personal information with the following parties:

* **Governing bodies or regional bodies for the sports covered by our club**: to allow them to properly administer the sports on local, regional and national levels
* **Other service providers**: for example, payment processors, CCTV contractors, IT services and kit / clothing suppliers
* **Courts, law enforcement and security services**: to assist with the investigation and prevention of crime and the protection of national security

**5. HOW DO WE STORE PERSONAL INFORMATION WE COLLECT**

The personal information we collect is stored in electronic and paper files.

We maintain reasonable technical, administrative and physical security measures designed to protect your information. For example, we:

* Ensure our volunteers and employees understand their responsibilities in looking after your information and commit to taking appropriate measures to enforce these responsibilities
* Mandate appropriate password protection and access restrictions to secure physical and digital security of devices and systems
* Ensure that access to your information is only granted to those of our people who need to use it

**6. HOW LONG WE KEEP PERSONAL INFORMATION FOR**

Information will be retained for as long as it is considered necessary for the purpose for which it was collected. It may also be kept when there is a need to continue to retain it to comply with any legal obligations.

* Details of unsuccessful membership applications will be retained for no more than one year
* Personal contact information of lapsed members will be retained for no more than two years
* Data and images (video and/or photographic) of playing members will be used to form part of the Club’s sporting archive. We may use images on our websites and social media sites to promote the club
* Information that may be relevant to personal injury or discrimination claims may be retained until the limitation period for those types of claims has expired
* Financial records will be retained for a minimum of six years

**7. YOUR RIGHTS**

You have the following rights in relation to your personal information:

* The right to be informed of the ways in which we use your information
* The right to access the personal information we hold about you
* The right to have incorrect information we hold about you updated
* The right to request that we erase any personal information we hold about you in certain circumstances
* The right to restrict or object to the processing of your personal information
* The right to withdraw consent where you have provided this to us to use your personal information
* The right to change your communication preferences at any time

If you wish to exercise any of these rights, please contact us by using the details set out in the “Contacting Us” section below. We will respond to your request within one calendar month.

**8. COOKIES AND LOG FILES**

Certain parts of our websites use “cookies” to keep track of your visit and to help you navigate between sections. A cookie is a small data file that certain websites store on your computer’s hard-drive when you visit such websites. Cookies can contain information such as your user ID and the pages you have visited. The only personal information a cookie contains is information that you have personally supplied.

Our Cricket and Hockey Club websites are run by Pitchero.com. Please see Pitchero’s privacy policy at <https://www.pitchero.com/privacy-policy> and cookie policy at <http://www.pitchero.com/cookie-policy>

for further information.

**9. INTERNATIONAL DATA TRANSFER**

Some of our third party software providers may transfer and process Personal Data outside of the United Kingdom and European Economic Area (“EEA”). Adequate levels of protection approved by the relevant supervisory authorities are in place for the security of your personal data.

**10. CHANGES TO THIS NOTICE**

We may update this Privacy Policy from time to time.

When we make substantial changes to this Policy we will update the version date at the end of the Policy and notify you in advance as far as is reasonably practical.

**11. CONTACTING US**

If you have any queries or complaints in connection with the Privacy Policy or the information we hold about you, please contact The Club Secretary at:

Horley Cricket and Hockey Club, The Pavilion, Horley Row, Horley, Surrey, RH6 8BG

Email: hchcenquiries@btconnect.com

You can also contact the Information Commissioners Office (ICO) for more information or should you wish to take a complaint further – <https://ico.org.uk>

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