

**CIRENCESTER NETBALL CLUB**  
**PRIVACY NOTICE FOR OUR MEMBERS**



We at the Cirencester Netball Club (the **Club**) want to make sure all the personal details we hold about you are safe and secure, so we have put together this note to tell all of our members and parents or guardians (on behalf of youth members), how we make sure we do that and what to do in case you have any questions for us or want to see what information we have. We are what is known as, a **data controller**. This means we have control over how your details are used and to whom we pass them.

Sometime organisations like ours need to appoint an individual called a “**Data Protection Officer**” to make sure that we are being very careful with your information. We don’t need to have Data Protection Officer, but the members of the Club Committee (who are elected annually at the AGM) are responsible for dealing with data protection issues. They can be contacted at [info@cirencesternetball.co.uk](mailto:info@cirencesternetball.co.uk) in case you have any questions.

**1. WHAT TYPE OF DETAILS DO WE COLLECT FROM YOU?**

We might collect the following **personal details** about you before, during or after your time as a member, such as:

- details of how we can contact you, such as your name, email address, where you live and phone number;
- your birthday;
- your gender;
- membership details including when you signed up to be a member and any date you decide to leave us;
- some records of when you contacted us or we contacted you by email;
- any bank details belonging to you or your parent or guardian so that we can receive payments from you and details of any payments you make;
- records that tell us when you were at training, events, games or competitions;
- videos and photos of you;
- records of whether you play at a county/national level or for a school team;
- details of family members, coaches and other people we might need to contact in case of an emergency;
- records of attendance (e.g. at training, games, social events); and
- any disciplinary information or details of any issues you have with us or we have with you.

**2. SPECIAL CATEGORIES OF PERSONAL INFORMATION**

You may choose to provide additional “**special information**” in the Club membership registration pack (such as your ethnicity, whether you have any religious beliefs and any information about your health such as any injuries you have/have had or times you may not have been very well). We will only use this special information if we have a really good reason to do so such as:

- if it is in the interests of the public and we have a lawful reason to use it;
- we need it to help us with a legal case we are involved in;
- certain laws allow us to use it; or
- you have told us you are happy for us to use it.

In the table below we refer to these as the “**special reasons**”.

**3. WHERE DO WE GET THIS INFORMATION FROM?**

We will normally collect personal information about you when you become a member of the Club, in particular, when you complete and provide information in the Membership pack (for adults or youth, as applicable), which includes information collected on behalf of and supplied to Gloucestershire County Netball Association and England Netball. We may also collect information when you want to talk to us on the phone, by e-mail or in some other way.

#### 4. HOW DO WE USE YOUR INFORMATION?

What do we use your information for?	What type of information do we use?	What reason do we have to use it?
<p><b>To make sure your membership with us runs smoothly and we can provide the very best service for you.</b></p>	<p>All contact and membership details, any chats we have had and your likes and dislikes (e.g. what positions you prefer to play, what games or training you can or cannot make).</p>	<p>We need all this information to make sure we do a good job in managing your membership with us.</p>
<p><b>To provide you with merchandise or other services / products you have ordered from us.</b></p>	<p>All contact and membership details.  Payment information.</p>	<p>We need all this information to make sure you get the merchandise/products/services you ordered.  For example:  To register you with GCNA and England Netball  To deliver the Club kit you may have ordered</p>
<p><b>To send you information which we think you might like based on the type of membership account you have with us such as details about ticket sales, competitions and events, offers and discounts and any updates on netball.</b></p>	<p>All contact and membership details.</p>	<p>We need all this information to make sure we do a good job in managing your membership with us.</p>
<p><b>To send you other information we think you might like or which you have asked us to send to you.</b></p>	<p>All contact and membership details and your likes and dislikes.</p>	<p>Only where you have told us you want to receive this type of information.  If you are under the age of 13 your parent or guardian must have given their consent to allow us to send you marketing messages.</p>
<p><b>To help you if you have a question or you are not happy with something we have done.</b></p>	<p>Contact details and any emails or chats we have had.</p>	<p>It is in our interests to make sure we deal with any issues you have quickly.</p>
<p><b>We will keep all of your details on our files.</b></p>	<p>All of your personal details.</p>	<p>It is in our interests to hold your details on file so we can deal with any issues with your membership and to make sure we do a good job in managing your membership. Sometimes we may have to keep your details because the law tells us we have to.  If we use any '<b>special information</b>', we will only do so on the basis of one of the '<b>special reasons</b>' we talked about above.</p>
<p><b>To promote the sport, our events and membership packages.</b></p>	<p>Any photos or videos of you.</p>	<p>Only where you have told us you are happy for us to use the photos or videos.</p>
<p><b>To make sure we are keeping up with health and safety.</b></p>	<p>Details of the events and competitions you have attended.</p>	<p>It is in our interests to make sure we provide you and others like you with a safe place to play your sport.  Sometimes we may have to keep your details because the law tells us we have to.</p>

What do we use your information for?	What type of information do we use?	What reason do we have to use it?
To register you on to and keep track of any events, games or competitions you attend.	Details about your attendance (but we won't use any 'special information').	We need all this information to make sure we do a good job in managing your development and the Club's teams.
We will use your details to assess your performance and to find out what else we can do to help you improve your development and training with us.	<p>Details about your attendance at training, games or competitions.</p> <p>We might also hold details about your health and any school, club or county membership.</p>	<p>We need all this information to make sure we do a good job in managing your development and the Club's teams.</p> <p>If we use any information about your health, we will only do so on the basis of one of the 'special reasons' we talked about above.</p>
To arrange for any trip or transportation to and from an event, game or competition.	Any ID cards or passport information you may give us, details of family members and emergency contacts, your parent/guardian's payment information and details about your health.	<p>We need all this information to make sure we can make arrangements for any trip you go on.</p> <p>If we use any 'special information', we will only do so on the basis of one of the 'special reasons' we talked about above.</p>
We might use details about your health (including any injuries or disability) to make sure you are playing in a safe environment and to ensure you are well enough to participate.	Details about your health.	We will only use this 'special information', on the basis of one of the 'special reasons' we talked about above.
To put together all the information we need in case there are any disciplinary or other issues with your membership.	All of your personal details.	<p>It is in our interests to make sure we provide you and others like you with a safe and fair place to play your sport.</p> <p>If we use any 'special information', we will only do so on the basis of one of the 'special reasons' we talked about above.</p>
To make sure we are fairly offering opportunities to everyone.	Name, your birthday, gender, information which part of the world you or your family are from, details about your health and performance.	<p>It is in our interests to make sure we provide you and others like you with the same opportunity to get into sport no matter who you are and where you come from.</p> <p>If we use any 'special information', we will only do so on the basis of one of the 'special reasons' we talked about above.</p>

In some cases we might need the information you have given us to make sure we can do what we say we are going to do with your details. Other times, we may not need it, but if we don't have it, we may not be able to provide you with the best possible service.

If you have told us we can use your information in a certain way, you can tell us to stop using it at any time, by contacting [info@cirencesternetball.co.uk](mailto:info@cirencesternetball.co.uk).

## 5. HOW CAN YOU STOP US FROM SENDING MARKETING TO YOU?

Sometimes we may wish to contact you by email, post or text message to tell you about things we think you might like. We will only do this if you have told us you are happy to receive these messages and you can tell us to stop at any time by letting us know us at [info@cirencesternetball.co.uk](mailto:info@cirencesternetball.co.uk).

## 6. WHO ELSE MAY USE YOUR DETAILS?

We may send your details to others to help us run our organisation. These are:

- **Anyone you have said you are happy for us to send your details to;**
- **To any regional or governing body:** to help us to improve and keep an eye on developments in the sport and in relation to competitions we enter (e.g. England Netball, Gloucestershire County Netball Association);
- **Organisations that provide services to us:** such as the organisation from where we hire venues to train, the organisations from whom we purchase kit;
- **Organisations that help us;** for example, to help us with our supplies such as couriers, or companies that help us to deliver things to and from other parts of the country or overseas,;
- **The Government or our regulators:** where the law tells us to do so or to help them with any investigations;
- **Police, law enforcement and security services:** to help them with any investigation, prevention of crime or matter of national security.

## 7. ARE YOUR DETAILS SAFE?

We have put in place security measures to make sure your details don't go missing or get used in a way they shouldn't be. We have a great team of people on the Club Committee who know how to use your details securely and will only use your details when and how we tell them to.

## 8. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

We collect personal details from you for different reasons and so we might keep it for different lengths of time. For example, we might have to keep it for a long time for legal reasons, but most of the time, we will keep:

- Your contact details (email, phone number, address) for up to 5 years after you last get in touch with us and we will delete the information if you send a request to [info@cirencesternetball.co.uk](mailto:info@cirencesternetball.co.uk).
- Other personal information provided through Club membership packs for up to 2 years after you provided it to us.

It is important to make sure that the details we hold about you are accurate and up-to-date, so make sure you let us know if anything like your email address or phone number changes. You can do this by contacting us at [info@cirencesternetball.co.uk](mailto:info@cirencesternetball.co.uk).

## 9. WHAT ARE YOUR RIGHTS?

### ***Did you know you can ask us to do lots of things with your details?***

You can ask us:

- to tell you how your details are being used;
- to provide you with a copy of all details we hold on you;
- to correct some of the details we hold if they are not correct or out of date like your contact details for example;
- to delete all of the details we hold on you (unless we have a good reason not to!);
- to stop using your details in a certain way;
- to send your details to you or another organisation like any club you play at for example.

Some of the rights may not always apply to the personal details we hold for you as there are sometimes requirements and exemptions attached which means we need to hold on to certain information and other times the rights may not apply at all.

**DON'T FORGET** though, if you have told us we can use your information in a certain way and you would like us to stop, you can tell us to stop at any time and you can always tell us to stop sending you marketing messages. More information about these rights can be found online here <https://ico.org.uk/for-the-public/>. If you have any questions or are unhappy about something, please contact us at [info@cirencesternetball.co.uk](mailto:info@cirencesternetball.co.uk).

10. **WHAT HAPPENS IF WE NEED TO CHANGE THIS NOTICE?**

Keep an eye out for changes to this notice online. If we make big changes the version date at the bottom of the notice will be updated. Of course where we are required to do so by law, we will ask for your permission before we change the reason for using your details.

11. **HOW CAN YOU GET IN TOUCH?**

If you have a question or a complaint, you can always get in touch with us at [info@cirencesternetball.co.uk](mailto:info@cirencesternetball.co.uk).

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