

Durham Women FC Privacy Policy

Last updated January 2024

Our contact details:

Name: Lee Sanders (Director)

Address: The Durham University Sport & Wellbeing Park, Maiden Castle, Stockton Road, DH1 3SE

E-mail: lee.sanders@durhamwfc.co.uk

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers – such as name, address, FAN number, etc
- Purchase history – your purchases through Durham Women FC
- Personal data - From players in regards to physical performance, lifestyle and competition registration

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You signed-up to our email database (as of January 2024, this is via Brevo)
- You visited our official website
- You purchased tickets from our online ticketing site (as of January 2024, this is via TicketCo)
- In the case of players' personal data, this will be via GPS trackers and/or measurements taken by performance and coaching staff
- This will also be via player registration forms which are required to participate in competitions

We use the information that you have given us in order to:

- Contact you in regards to events you have purchased fixtures for
- Contact you in regards to future events, special offers and club news

- Register players and monitor physical and medical wellbeing

We may share your personal data with selected third parties, suppliers and sub-contractors such as referees, coaches, data processing companies, the Football Association or match organisers. Third-party service providers will only process your personal data for specified purposes and in accordance with our instructions.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- **Your consent. You are able to remove your consent at any time. You can do this by contacting the contact referenced above.**
- **We have a contractual obligation to be able to contact you in regards to events you have purchased tickets for.**

How we store your personal information

Your information is securely stored.

We keep any personally identifiable information only for the length of time they are required for the specific purpose they were collected.

Staff must ensure that the destruction of personal data is carried out confidentially and completely. Where multiple copies of the data exist, all paper and electronic copies must be destroyed. Where personal data is recorded in paper form, the paper must be securely shredded or incinerated.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at lee.sanders@durhamwfc.co.uk you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at the details referenced above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>