

## PRIVACY NOTICE

**BALL HOCKEY UK LTD** is the data controller responsible for the personal data collected and is committed to respecting your privacy.

This Privacy Notice explains who we are, how we collect, share and use your personal data, and how you can exercise your privacy rights.

### Contact Us

If you have any questions about this privacy notice or the use of your personal information feel free to contact us:

*By email:* [contactbhuk@gmail.com](mailto:contactbhuk@gmail.com)

*By post:* BALL HOCKEY UK LTD, 6 Hyde Close, Nottingham, England, NG11 8HH

### Personal Data We Collect From You

We collect personal data from you when you:

- complete an application form
- participate in our surveys
- complete our feedback form
- during the games
- visit our website
- contact us

You provide some or all of the following information to us:

- **Identity details** includes your first name, last name and photograph
- **Contact details** includes your email address, contact number and details of next-of-kin
- **Health information** includes your dietary requirements, allergy information and medical records
- **Technical data** includes Internet protocol (IP) address, browser type and version, time zone, location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website
- **Profile data** includes feedback and survey responses

It is important that the personal data we hold about you is accurate and up to date.

Please keep us informed of any changes to your personal data during your relationship with us, such as change of contact details etc.

### **Personal Data Collected From Other Sources**

Sometimes we work carefully with selected third parties and we may receive your personal data from them. The third parties include:

- business partners
- suppliers
- sub-contractors
- advertisers
- referrers

### **Lawful Basis of Processing**

Data Protection laws only permit us to process personal data where we have a valid legal basis to do so.

We only process personal data where we have one of the following legal basis:

- enter into, or for the performance of a contract
- legal duty or obligation
- to protect vital interests
- for our legitimate interest (you may object to this processing at any time)
- where you consent to it

### **Purposes of Processing**

We use your personal data for the following purposes:

- to provide and maintain our services
- to notify you about changes to our services
- to provide customer care and technical support
- to detect, prevent and address technical issues
- to provide information which has been requested via email query

## **Who We Share Your Personal Data With**

We may share your personal data with third parties for the purposes referred above, these include:

- our service providers
- tax, government and any relevant regulatory authorities
- prosecuting authorities and courts, and/or other relevant third parties connected with legal proceedings or claims
- fraud prevention and/or law enforcement agencies
- Ball Hockey associations
- third parties where we are required to do so by law

We require all organisations engaged by us to respect the security of your personal data and to treat it in accordance with the law.

## **Transfer of Your Personal Data Outside The UK**

Your personal data may be transferred outside of the UK to trusted service providers and other third parties when necessary.

When we do this we require third parties to keep your personal data confidential and secure. We ensure that suitable protection is maintained at all times by ensuring that appropriate safeguards are in place.

## **Retention Period For Your Personal Data**

We keep personal data for as long as it is required by us to meet our legal or regulatory obligations and for the exercise and/or defence of any legal claims.

## **Under 13: Parental Consent**

We are committed to protecting the privacy of young people that engage with us through our website and at our events.

If you are aged 13 or under you must get the permission of your parent/ guardian before providing personal information through registration.

Players under 18 will not be photographed without explicit parental consent.

## **Profiling**

We do not engage in any profiling activities with your personal data.

## **Automated Decision Making**

We do not use any automated processes to make decisions about you which may produce legal or significant effects concerning you.

## **Your Data Subject Rights**

You have certain rights relating to the personal data we hold about you.

However, they may be subject to various exceptions and limitations.

These rights can be exercised by using the contact information in this privacy notice.

**Right to be informed:** We are obliged to provide clear and transparent information about our processing activities of your personal data.

**Request access to your personal data** (commonly known as a “data subject access request”): You have the right to understand what personal data we hold about you and why.

**Request correction of the personal data** that we hold about you. If you believe that we hold inaccurate or incomplete personal data, you have the right to request us to rectify or correct your personal data.

**Request erasure of your personal data:** You may ask us to delete or remove personal data where there is no good reason for us continuing to process it.

Please note, however, that we may not always be able to comply with your request of erasure for specific legal reasons

**Right to Data Portability:** You may request your personal data be transferred to another controller or processor, provided in a commonly used and machine-readable format.

This right is only available if the original processing was on the basis of consent, the processing is by automated means and if the processing is based on the fulfilment of a contractual obligation.

**Request restriction of processing of your personal data:** You may ask us to stop processing your personal data.

We will still hold the data but will not process it any further. You may exercise the right to restrict processing when one of the following conditions applies:

- the accuracy of the personal data is contested
- processing of the personal data is unlawful
- we no longer need the personal data for processing but the personal data is required for part of a legal process
- the right to object has been exercised and processing is restricted pending a decision on the status of the processing

**Right to withdraw consent:** You may withdraw consent at any time if we are relying on your consent to process your personal data.

This won't affect any processing already carried out before you withdraw your consent or processing under other grounds.

**Right to object:** You have the right to object to our processing of your data where:

- processing is based on legitimate interest
- processing is for the purpose of direct marketing

We may need specific information from you to help us confirm your identity.

### **How to make a Data Protection Complaint**

If you have any concerns about the use of your personal data, or the way we handle your requests relating to your rights, you can raise a complaint directly with us by contacting our Data Protection Officer:

**By email:** [contactbhuk@gmail.com](mailto:contactbhuk@gmail.com)

**By post:** Ball Hockey UK Ltd, 6 Hyde Close, Nottingham, England, NG11 8HH

If you are not satisfied with the way we handle your complaint, you are entitled to raise a complaint directly with the Information Commissioner's Office (ICO).