



Poole Hockey Club Privacy Notice

We are committed to protecting the privacy of your personal data. We will respect any personal data you share with us and keep it safe. We will be clear when we collect your personal data and not do anything you wouldn't reasonably expect.

Please read this Privacy Notice carefully to understand our practices regarding your personal data and how we will collect, use and store your it. We may update this Privacy Notice from time to time so please check it regularly. If there are significant updates, we will notify you.

Who are we?

We are Poole Hockey Club, a sports society. Our address for any correspondence is:
Poole Hockey Club, c/o Thalia Galloway, Flat 49 The Oasis, 45 Lindsay Road, Poole, BH13 6AP

Use of your personal information

Poole Hockey Club collects and uses your personal information to help organise the playing and social aspects of the club, including capturing your personally identifiable information to:

- Process your data to achieve affiliation to England Hockey
- Process data to keep you informed of playing and social opportunities
- Poole Hockey Club may also contact you via surveys, e-mails and telemarketing to conduct research about your opinion of current services or of potential new services that may be offered.

Poole Hockey Club does not sell, rent or lease its client lists to third parties. Poole Hockey Club may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, telephone number) is not transferred to the third party. In addition, Poole Hockey Club may share data with trusted partners to help us perform statistical analysis, send you email or postal mail and provide customer support. All such third parties are prohibited from using your personal information except to provide these services to Poole Hockey Club, and they are required to maintain the confidentiality of your information.

Poole Hockey Club will disclose your personal information, without notice, only if required to do so by law or in good faith that such action is necessary to:

- (a) conform to the edicts of the law or comply with legal process served on Poole Hockey Club;
- (b) protect and defend the rights or property of Poole Hockey Club; and,
- (c) act under exigent circumstances to protect the personal safety of users of Poole Hockey Club or the public.

Use of cookies

The <http://poolehockeyclub.co.uk/> website use 'cookies' to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programmes or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

The purpose of a cookie is to tell the web server that you have returned to a specific page. This simplifies the process of recording your personal information, such as login information, and so on. When you return to the same website, the information you previously provided can be retrieved, so you can easily use <http://poolehockeyclub.co.uk/>. Please note that the website login section is solely for the purpose of club administrators who contribute to the website.



Most browsers are set to automatically accept cookies by default, but you can change this setting. For instructions on how to find and accept/reject cookies for your browser, please read your browser's help information.

Where we store your personal information

Poole Hockey Club makes use of various web-based platforms to help manage the club, please refer to their privacy policies as needed.

Dropbox – privacy policy available https://www.dropbox.com/en_GB/privacy

The executive committee of Poole Hockey Club have a shared folder within Dropbox for the purpose of storing meeting minutes, historic club databases and incident report forms.

Teamo – privacy policy available <https://teamo.chat/tweb/legal/privacy.jsp>

Teamo is a mobile app where Poole Hockey Club manage their membership and playing opportunities. Poole Hockey Club requires its members to sign up to this app through the link

<https://www.teamo.chat/club/register/poolhc> and complete the membership questions. Members will then be assigned to the correct teams to set their availability and/or, if they are Guardians, the availability of the children they manage.

Poole Hockey Club will process this information in order to affiliate to England Hockey as well as to keep you informed of playing and social opportunities.

England Hockey – data sharing agreement between Poole Hockey Club and England Hockey available <https://hockeynation.club/wp-content/uploads/2018/09/EH-Club-Data-Sharing-Agreement-Affiliation-2018.pdf>

Any data that is shared between Leagues, Clubs, Associations and England Hockey are governed by the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. This includes all activities including affiliation and events. In order to ensure full compliance with regard to data sharing, England Hockey have produced a Framework Agreement which covers all aspects of data transfer including in situations where both parties may be Data Controllers. Poole Hockey Club and England Hockey have signed this agreement in order to protect all signatories with regards mandated compliance and most importantly our data subjects.

Facebook – privacy policy available <https://www.facebook.com/policy.php>

Poole Hockey Club has a Facebook page <https://www.facebook.com/PooleHockey/> which is public, intended to advertise the club to potential members and previous members as well as potential sponsors.

Poole Hockey Club also has a closed group <https://www.facebook.com/groups/2469820457/> where internal match reports are shared and specific day to day club opportunities are shared. New members to the group must answer two pre-set questions to explain their involvement with the Club and then be approved by a moderator.

Additionally, Poole Hockey Club has an Instagram account <https://www.instagram.com/poolehockeyclub/> which is also governed by Facebook's privacy policy to increase Poole Hockey Club's visibility to members, potential members and sponsors.

Twitter – privacy policy available <https://twitter.com/en/privacy>

Poole Hockey Club has a Twitter account <https://twitter.com/PooleHockeyClub> to share some highlights from the club. This increases Poole Hockey Club's visibility to members, potential members and sponsors.



Newsletter sign up

As part of the registration process from our website for our Newsletter, we collect personal information. We will also register you for our Newsletter from your membership information collected in Teamo. We use that information for the following reasons: to tell you about information you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third party provider, MailChimp, to deliver our Newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our Newsletter. For more information, please see: <https://mailchimp.com/legal/privacy>

You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of our emails.

Links to other web sites

This privacy notice does not cover the links within our website www.poolehockeyclub.co.uk. Any other sites are not governed by this Privacy Policy and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

Security of your personal information cyber essentials?

eLearning For You secures your personal information from unauthorised access, use or disclosure. eLearning For You secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

What lawful bases do we rely on to use your personal data?

The lawful bases that we rely on for processing your personal data are:

- You or your guardian have provided your consent to us using your personal data for a specific purpose.
- We will ask for your consent to use your personal data to send you electronic communications such as newsletters and emails.
- You have the right to withdraw your consent at any time.
- It is necessary in connection with affiliation to England Hockey and the provision of our social and playing opportunities.
- It is necessary for compliance with a legal obligation to which we are subject; this would include where we have to retain certain records, for example your training records for compliance purposes. Or where we are required to disclose personal data to any regulators or law enforcement agencies.
- It is within our own or your legitimate interests

Legitimate interests

Applicable law allows personal data to be collected and used if it is reasonably necessary for our legitimate interests or a third party's legitimate interests (as long as the processing is fair, balanced and does not unduly impact individuals' rights). We will rely on this ground to process your personal data when it is not practical or appropriate to ask for your consent, and where we are confident that this will not impact your rights. . We will also rely on our legitimate interests for the proper administration of www.poolehockeyclub.co.uk, and to manage our operations (for example, maintaining appropriate records and databases).

When we process your personal data to achieve such legitimate interests, we consider the balance any potential impact on you and your rights under data protection laws. We will not use your personal data for activities where our interests are overridden by the impact on you, for example where use would be



excessively intrusive (unless we are otherwise required or permitted to by law). A balance test will be completed and recorded.

Sensitive or special category data

We request specific sensitive or special category data on your health and emergency named contact in order to safeguard you during Poole Hockey Club activities. You have the right to withdraw this information at any time. We do not collect other sensitive data from you (i.e. ethnicity, race, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, sex life or sexual orientation).

Communications and marketing

We may contact you by post and, where you have provided consent, also by telephone and email, to let you know about events and activities that might be of particular interest to you. We provide the opportunity for you to opt-out from receiving our marketing communications every time we contact you.

You can opt-out from receiving our marketing communications or update your contact preferences by emailing: clubenquiries@poolehockeyclub.co.uk

Your rights

Right to restrict processing. In certain circumstances you have a right to require us to stop processing your personal data in a particular way.

Right to erasure. You have the right to request that your personal data is erased from our database in certain circumstances.

Right of access. You have a right to ask for a copy of the personal data we hold about you. If you want to access your personal data, please send a description of the personal data you require and proof of your identity to clubenquiries@poolehockeyclub.co.uk. This is free of charge.

Right to rectification. We want to make sure that your personal data is accurate and up to date. Please let us know if your details change. You may also ask us to correct or remove personal data which is inaccurate.

Right to object. You can opt-out of receiving all or some of our marketing communications or request that we stop processing personal data about you for certain purposes at any time by contacting us at clubenquiries@poolehockeyclub.co.uk

Right to data portability. In certain circumstances you have a right to data portability which means we will provide you (or a third party you nominate) with the personal data we hold.

Please note that you may only use/ benefit from some of these rights in limited circumstances. For more information, we suggest that you consult guidance from the Information Commissioner's Office (ICO) or please contact us using the details <https://ico.org.uk>

Data retention. We keep personal data for as long as there is a need to keep it, in connection with the purposes for which it was collected and in accordance with law. In the event that you ask us to stop sending you marketing communications, we will retain certain details, such as your name, to help us ensure that you are not contacted again.

Changes to this Statement. Poole Hockey Club will occasionally update this Statement of Privacy to reflect feedback. If this occurs, Poole Hockey Club will prompt you to read the amended document.

Contact Information. Poole Hockey Club welcomes your comments regarding this Statement of Privacy. If you believe that Poole Hockey Club has not adhered to this Statement please contact clubenquiries@poolehockeyclub.co.uk which will be reviewed by the Executive Committee. The Executive Committee, who are elected volunteers, will use reasonable efforts to promptly determine and remedy the problem.