

# Privacy notice for Castleford Tigers Supporters Club

Castleford Tigers Supporters Club (“CTSC”) takes your privacy seriously. We are a “controller” of the personal information that you provide to us and this privacy notice sets out how, why and for how long we will use your personal data, as well as who it is shared with. It also explains your legal rights as a data subject and how to exercise them.

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## What we need from you

When you register as a member of CTSC or renew your membership (including if you are registering or renewing on behalf of a young person aged 16 or under), we may ask you for some or all of the following personal information:

- Contact details – e.g. name, address, town where you live, email address and phone number.
- Date of birth – to calculate membership category.
- Payment details – bank account number, sort code, card details.

If you do not provide us with all of the personal information that we need this may affect our ability to offer you our membership services and benefits.

## Why we need your personal information

### Contractual purposes

We need to collect our members’ and customers’ personal information so that we can manage your relationship with us. We may use our members’ personal information to:

- Provide you with core member services, including confirmation of membership, membership card, end of year renewal.

### Legitimate purposes

We also process our members’ personal information in pursuit of our legitimate interests to:

- Provide you with news and updates about the activity of the club, opportunities to get involved in club meets, training, general meetings or other events.
- Raise awareness of the club’s activities by capturing photos, videos, or live streaming at events. We will use this for promotion, education and development purposes.
- Respond to and investigate your questions, comments, support needs, complaints, concerns or allegations.

## Other uses of your personal information

We may ask you if we can process your personal information for other purposes. Where we do so, we will provide you with an additional privacy notice explaining how we will use your information for these purposes.

## Who we share your personal information with

When we register your membership with CTSC we will not use it for any other purpose.

We may be required to share personal information with statutory or regulatory authorities to comply with statutory obligations. We may also share personal information with professional and legal advisors for the purpose of obtaining advice.

## Third party suppliers with access to members’ personal data

The CTSC may use third party suppliers to provide services. These suppliers may process personal data on our behalf as “processors” and are subject to contractual conditions to only process that personal information under our instructions and protect it.

In the event that we share personal information with external third parties, we only share such information strictly required for the specific purposes and take reasonable steps to ensure recipients shall only process the disclosed personal information in accordance with those purposes.

- Unity Trust process payment transactions securely on our behalf.

- Mailchimp distribute some of our email communications. Their servers are based in the US and they uphold the EU Privacy Shield to certify their data security.

### **How we protect your personal information**

Your personal information is accessed by our Membership Secretary and Treasurer only for the purposes set out above. It is stored by our club in electronic records, and managed through password protected documents and locked filing cabinets]. Your personal data is transferred to CTSC by inputting it directly into a password-protected database or emailed via a password-protected spreadsheet.

### **How long we keep your personal information (Archiving policy)**

We only keep your personal information for as long as necessary to provide you with membership services. Unless you ask us not to, we will review and delete your personal information where you have not renewed your membership with us for 2 (two) years.

### **You have a right to:**

- Change your communication preferences or restrict the processing of your personal data for specific purposes.
- Request that we correct your personal data if you believe it is inaccurate or incomplete.
- Access the personal data that we hold about you through a “subject access request”.
- Request that we delete your personal information.

You can contact us at [Secretary@ctsc2.org.uk](mailto:Secretary@ctsc2.org.uk), where any issues raised can be dealt with promptly.

If you are dissatisfied, you have a right to raise a complaint with the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk)