



## **Haslemere Community Rugby Club-Data Protection and Privacy Policy**

Our data protection and privacy policy set out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

Haslemere Community Rugby Club Ltd is a company limited by guarantee registered in England with company number 05553736 ("HCRCL") whose registered office is at 48 Scotland Lane, Haslemere, Surrey GU27 3AL. HCRCL exists to organise and administer the business of a club known as Haslemere Community Rugby Club to organize and encourage the playing of all forms of rugby in and around Haslemere for the benefit of all members of the community.

This policy describes how HCRCL and Haslemere Community Rugby Club (together also referred to as "the Club", "we" or "us") will make use of the data we handle in relation to our members and players, including our use of the Game Management System ("GMS") provided by the Rugby Football Union ("RFU") and the PITCHERO.COM platform provided by Pitch Hero Limited ("Pitchero"). The policy also describes the RFU's use of data on GMS, and describes your data protection rights, including a right to object to some of the processing which we carry out.

We do our best to keep the information you disclose to us secure. We ask you to do the same – never disclose passwords or bank account details to others and observe safe online practices at all times.

### **We are committed to:**

- Ensuring that we comply with the eight data protection principles, as listed below
- Meeting our legal obligations as laid down by the [Data Protection Act 1998](#) and by the [GDPR May 2018](#)
- Ensuring that data is collected and used fairly and lawfully
- Processing personal data only in order to meet our operational needs or fulfil legal requirements
- Taking steps to ensure that personal data is up to date and accurate
- Establishing appropriate retention periods for personal data
- Ensuring that data subjects' rights can be appropriately exercised
- Providing adequate security measures to protect personal data
- Ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues
- Ensuring that all Club officers are made aware of good practice in data protection
- Providing adequate training for all staff responsible for personal data
- Ensuring that everyone handling personal data knows where to find further guidance
- Ensuring that queries about data protection, internal and external to the organisation, are dealt with effectively and promptly
- Regularly reviewing data protection procedures and guidelines within the Club

### **Data protection principles**

1. *Personal data shall be processed fairly and lawfully*
2. *Personal data shall be obtained for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes*
3. *Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed*
4. *Personal data shall be accurate and, where necessary, kept up to date*
5. *Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes*
6. *Personal data shall be processed in accordance with the rights of data subjects under the [Data Protection Act 1998](#)*
7. *Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data*
8. *Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data*

## **Summary of how we and the RFU use your data**

- We use your personal data to manage and administer your membership and your involvement with our teams and Club, and to keep in contact with you for these purposes. We also keep data of those who have asked to be on our database for the purposes of keeping you in touch with events at the Club which may be of interest to members and non-members alike.
- Some data is shared with the RFU, who use your data to regulate, develop and manage the game. The RFU may share data with other regulatory bodies, such as the Disclosure and Barring Service (in order to undertake a DBS check, the result of which will be input into the RFU's database, the Game Management System GMS) or the IRB, WADA, UK Sport and other organisations or individuals involved in the administration of the doping control process or concerned with the results of that process.
- Where we or the RFU rely on your consent, such as any consent we seek for email marketing, photographic consent or consent to share player medical details with First Aiders or Team Managers, you can withdraw this consent at any time.
- Amongst the data we collect from you may be medical (including injury) information. We will hold this where you (or your parent, if you are under the age of 18) have given consent, so that we can ensure we are aware of your condition and can ensure that you are supported appropriately.

## **Members and Parents:**

We collect information from you about yourselves and/or your child(ren) and may receive information about you/them from their previous club, such as when a Player Transfer request occurs.

**The information we collect and process** when you join and when we carry out annual renewals of your membership includes your name, gender, date of birth, contact details (postal address, mobile phone and email address), any special needs and relevant medical or disability information you consent to give to us (to ensure we are aware of any support we may need to provide to you). For players under the age of 18 it also includes school attended, plus parents' contact details. Via a secure link, our membership payment system operated by Pitchero also includes confirmation of any payments made by you for membership fees, and may include banking details if you have set up payments or direct debits. We may also use images of adults and/or children at the Club for activities such as match analysis, celebratory achievements and/or marketing, for which we seek consent.

Once you are signed onto our database, we further record a unique personal identification number (your "RFU ID") against which we record your type of membership, involvement in any teams, or any key role you may have been allocated, (such as Chair, Safeguarding Lead, Membership Secretary, Team Manager, Coach) and details of any courses or training you have undertaken with regard to that role. Some information will be generated as part of your involvement with us, in particular data about your performance, involvement in particular matches in match reports and details of any disciplinary issues or incidents you may be involved in on and off the pitch, such as within health and safety records.

When you visit our website, which is hosted by Pitchero, or log into your personal record on GMS (the RFU's Game Management System) or on Pitchero to manage your details, or buy a membership, information about your online browsing behaviour and any devices you have used to access our Site (including your IP address, browser type and mobile device identifiers) may be collected. We may use your email address to send you your password to enable you to log in to your personal GMS or Pitchero records on our database and to send you email notices if you have elected to receive them.

We also record your marketing preferences, which you choose and can change yourself at any time, by amending your record yourself on GMS or Pitchero or by contacting the Data Officer on [dataofficer@haslemererugby.co.uk](mailto:dataofficer@haslemererugby.co.uk)

## **Club Staff and Volunteers:**

As the Data Controller, we also process personal data relating to those we employ to work at, or otherwise engage to work at, our Club, in both a paid or voluntary capacity. This is for employment purposes, to assist in the running of the Club and/or to enable individuals to be paid.

This personal data includes identifiers such as name, gender, date of birth, contact details and, where we have to check your eligibility or ability to work for us, your National Insurance number and/or passport details. We may also require characteristics such as ethnic group, employment contracts, remuneration details and qualifications. We may also use images of staff (paid and voluntary) to provide photo ID lanyards to wear around the Club for which we seek consent.

#### **What information do we receive from third parties?**

Sometimes, we receive information about you from third parties. For example, if you are a child, we may be given information about you by your parents.

We may receive information relating to your existing registrations with other clubs or rugby bodies or disciplinary history from the RFU through GMS. Additionally, for certain role holders or those working with children, we may receive information from the Disclosure and Barring Service and RFU on the status of any DBS check you have been required to take.

#### **How do we collect and use this data, and what is the legal basis for this use?**

1. We ask you to fill in a membership form so that we can input and hold the contact information you give us on our secure database. At this Club we use the RFU Game Management System in conjunction with the Pitchero platform which has additional functionality to allow players to notify their availability for selection to assist with the organization of matches and training sessions. Your name and date of birth is important to identify you on our database, especially when we have more than one person with the same name. Your postal address is kept on file in case we cannot contact you electronically or in case we must provide it to emergency services. We are also interested to know the diversity of the geographic catchment we serve.
2. We hold this personal data and use/share this information to:
  - a. Keep in contact with you
  - b. Ensure you/your child is playing in the correct age grade and is registered to play with our governing body, the RFU
  - c. Ensure we know about any relevant medical conditions which would affect your well-being (or that of your child) when you participate in our sport. We only share this information with the relevant Team Manager/Coaching Team of your particular age grade or group, and we ask for consent to do this.
  - d. Ensure we have emergency contact details for you in case of any accident or incident
  - e. Ensure we have your consent to take photographic images and videos for the purposes of such activities as match analysis, celebratory achievements and/or marketing.
3. We may, from time to time, allow photographs to be taken in accordance with our Photographic Policy (available on our website at [www.haslemererugby.co.uk](http://www.haslemererugby.co.uk)) and we seek your consent via our membership forms to do this.

We will only collect and use your personal information (as described above) in accordance with data protection laws. Our grounds for processing your personal information are as follows:

- ❑ **Consent** – Where necessary we will only collect and process your personal information if you have consented for us to do so. For example, when you register as a player, we ask for the player's relevant medical details, and we ask for consent to photographic/video images being taken/used.
- **Legitimate Interests** – We may use and process some of your personal information where we have sensible and legitimate business grounds for doing so. Under European privacy laws there is a concept of "*legitimate interests*" as a justification for processing your personal information. Our legitimate interests for processing your personal information are:
  - to enable you to access and use our database, GMS and Pitchero;
  - to communicate with you about your use of GMS or Pitchero, your engagement with the Club and about player welfare, discipline, rugby matters, or events/news which we think you may be interested in;

- to improve our provision of rugby to our players, their parents, our staff and volunteers. From May 2018, you will have a right to object to our use of your personal information for these legitimate interests, including a right to object to profiling by us (see section below).

We process this personal data for the following purposes:

- ☐ To fulfil a contract, or take steps linked to a contract: this is relevant where you make a payment for your membership and any merchandise, or enter a competition with us or with the RFU. This includes:
  - taking payments; Your bank details are only used by you in a secure electronic environment for the purposes of setting up a payment or payments for membership to the Club
  - communicating with you; Your email address/telephone contact is used extensively by the Club to send you details of Club events, news and other offers which may be of interest to you. Your email and emergency contacts are also used by Club administrators, Team Managers and Coaches to contact players (or the parents of players under the age of 18) to send details of rugby training or matches, follow up player welfare or discipline issues. We may also use your postal address, email address or phone number to contact you in response to the communications that you have directed at us, invite you to take part in events at the Club, ask you for your opinions/feedback, award you a prize if you have won a competition we're running, send you items you have ordered such as International Tickets or shop items
  - providing and arranging the delivery or other provision of products, prizes or services
- ☐ As required by the Club to conduct our business and pursue our legitimate interests, in particular:
  - we will use your information to manage and administer your membership and your involvement with its teams and Club, and to keep in contact with you for these purposes;
  - we will also use data to maintain records of our performances and history, including match reports, score lines and team sheets
  - where offers relate to similar products and services that you have already bought, we may choose to send you promotional materials and offers by email for such offers when they recur. You will always be able to unsubscribe to these services
  - we use data of some individuals to invite them to take part in market research or feedback
- ☐ **Only** where you give us consent:
  - we may handle medical or disability information you provide to us for yourself or your child, to ensure we support you appropriately
  - we may send you direct marketing or promotional material by email
  - we may use images or videos for marketing, promotional or celebratory purposes
  - on other occasions where we ask you for consent, we will use the data for the purpose which we explain at that time
- ☐ For purposes which are required by law:
  - we maintain records such as health and safety records and accounting records in order to meet specific legal requirements
  - we ensure, where you will work with children, that you have undergone an appropriate DBS check – this is also carried out with your consent where you hold a role at the Club requiring us to check your right to work, we may process information to meet our statutory duties
  - we may respond to requests by government or law enforcement authorities conducting an investigation

### **How does the RFU use any of my information?**

The RFU provides GMS, but make its own use of the following information:

- ☐ your name, gender and date of birth
- ☐ your RFU ID (as assigned in GMS)
- ☐ your home address, email address and phone number; and
- ☐ your type of membership and involvement in particular teams at the Club, or any key role you may have been allocated, such as Chair, Safeguarding Lead, Membership Secretary etc

The RFU uses this information as follows:

- ⑦ As required by the RFU to conduct its business and pursue its legitimate interests, in particular:
  - communicating with you or about you where necessary to administer Rugby in England, including responding to any questions you send to the RFU about GMS
  - administering and ensuring the eligibility of players, match officials and others involved in English rugby – this may involve the receipt of limited amounts of sensitive data in relation to disabled players, where they are registered for a disabled league or team, or in relation to anti-doping matters
  - maintaining records of the game as played in England, in particular maintaining details of discipline and misconduct
  - monitoring use of GMS, and using this to help it monitor, improve and protect its content and services and investigate any complaints received from you or from others about GMS
  - maintaining statistics and conducting analysis on the make-up of rugby's participants
  - ensuring compliance with the current RFU Rules and Regulations including those on the affiliation of clubs, referee societies, constituent bodies and other rugby bodies, and registration of players
  - communicating with you to ask for your opinion on RFU initiatives
- ⑦ For purposes which are required by law:
  - The RFU will ensure, where you will work with children and where this is required, that you have undergone an appropriate DBS check – this is also carried out with your consent
  - The RFU may respond to requests by government or law enforcement authorities conducting an investigation

### **Who do we share your data with?**

The data you give us is held on a secure database called GMS which can be accessed by England Rugby whose Data Protection Policy can be accessed here: <http://www.englandrugby.com/governance/legal-and-admin/data-protection/>

The data you give us is also held on a secure database hosted by Pitchero on the Pitchero.com platform whose Data Protection and Privacy Policy can be accessed here: <https://secure.pitchero.com/gdpr> and [www.pitchero.com/privacy-policy](http://www.pitchero.com/privacy-policy)

Access to the data on GMS and Pitchero is determined by subject access controls which means that only those who are assigned certain roles have the necessary permissions to access the data you have given to us. For example, Team Managers can access your emergency contact details and relevant medical conditions, Club Registrars and Safeguarding Officers can access all the information you give us.

In addition to sharing data with the RFU and Pitchero, we will share your data with Team Managers and Coaches, where contact details need to be shared on match days, for training information, or medical information, where this is necessary for player welfare or injury reporting. Some limited information may be shared with other stakeholders in rugby, such as other clubs, Constituent Bodies, referee societies, league organisers, so that they can maintain appropriate records and assist us in organising matches and administering the game.

Personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by law or if required for the legal protection of our or the RFU's legitimate interests in compliance with applicable laws.

Personal data will also be shared with third party service providers, who will process it on our behalf for the purposes identified above. Such third parties include the RFU as the provider of GMS and Pitchero as the provider of the Pitchero.com platform.

Keeping information about you secure is very important to us so we store and process your personal information in accordance with the high standards required under data protection legislation. From time to time and for operational reasons the personal information we collect from you may be transferred to and stored in countries outside of the European Economic Area ("EEA").

Where information is transferred outside the EEA, and where this is to a stakeholder or vendor in a country that is not subject to an adequacy decision by the EU Commission, we take care to ensure that they have appropriate security measures in place. And that data is adequately protected by EU Commission approved standard contractual clauses, an appropriate Privacy Shield certification or a vendor's Processor Binding Corporate Rules. A copy of the relevant mechanism can be provided for your review on request to the RFU and/or Pitchero.

**We will not give information about you or your child(ren) to any third parties without your consent unless the law allows us or instructs us to do so.** *If this were to happen*, decisions on whether England Rugby releases your personal data to third parties are subject to a robust approval process and are based on a detailed assessment of who is requesting the data, the purpose for which it is required, the level and sensitivity of data requested and the arrangements in place to store and handle the data.

For example, the Club may be required to exchange information with our governing body, the RFU, or with statutory agencies such as the police or social services where required under the law; for example, to protect or safeguard vulnerable children, to help detect or prevent crime, or when information is exchanged when children move to another club.

Your privacy is of huge importance to us. All emails or other forms of communication directly from us to you will include clear instructions on how to unsubscribe. Plus, if you don't want to be contacted by us anymore you can email [dataofficer@haslemererugby.co.uk](mailto:dataofficer@haslemererugby.co.uk)

All personal information that we hold to enable your use of the GMS and Pitchero database can be edited/deleted by you when you use the site. Alternatively, you can email us to request we delete your personal information for you at [dataofficer@haslemererugby.co.uk](mailto:dataofficer@haslemererugby.co.uk)

Any personal information about you, including contact details we gather while operating our GMS or Pitchero database, will not be further shared or otherwise used by any third parties without your informed consent and the express permission of the Club Executive Committee (except for those purposes explained above and for internal reporting, accounting or compliance purposes); the RFU, Pitchero and any of their technical partners will not be permitted to use your personal information for their own marketing purposes unless you have consented to receive marketing from them.

#### **How long will you retain my data?**

We process the majority of your data for as long as you are an active member and retain it for 1 year after this. We will periodically review your personal information to ensure that we do not keep it for longer than is permitted by law. If, having registered at our Club, with the RFU or for any of our services, you do not use them for a reasonable time (usually 1 year) we may contact you to ensure you're still happy to receive communications from us. Please note that even if we delete your personal information it may persist on back-up or archival media for legal, tax or regulatory purposes.

Where we process personal data for marketing purposes or with your consent, we process the data for 1 year unless you ask us to stop, when we will only process the data for a short period after this (to allow us to implement your requests). We also keep a record of the fact that you have asked us not to send you direct marketing or to process your data indefinitely so that we can respect your request in future.

Where we process personal data in connection with performing a contract or for a competition, we keep the data for 6 years from your last interaction with us.

We will retain information held to maintain statutory records in line with appropriate statutory requirements or guidance.

The RFU will maintain records of individuals who have registered on GMS, records of DBS checks and the resulting outcomes and other disciplinary matters for such period as is set out in the RFU's privacy notice at <http://www.englandrugby.com/about-the-rfu/privacy-policy/>



Records of your involvement in a particular match, on team sheets, on results pages or in match reports may be held indefinitely both by us and the RFU in order to maintain a record of the game.

### **Withdrawing consent or otherwise objecting to direct marketing**

Wherever we rely on your consent, you will always be able to withdraw that consent, although we may have other legal grounds for processing your data for other [purposes, such as those set out above](#). In some cases, we are able to send you direct marketing without your consent, where we rely on our legitimate interests. You have an **absolute right** to opt-out of direct marketing, or profiling we carry out for direct marketing, at any time. You can do this by following the instructions in the communication where this is an electronic message, (for example, there should always be an “unsubscribe” option on any marketing email) or by contacting the Club’s Data Officer on [dataofficer@haslemererugby.co.uk](mailto:dataofficer@haslemererugby.co.uk) or the Data Protection Officer at the RFU on [legal@rfu.com](mailto:legal@rfu.com) . The Data Protection Lead at Pitchero can be contacted at [support@pitchero.com](mailto:support@pitchero.com) . See contact details below.

### **What further rights do I have?**

You have the right to **ask us for a copy** of your personal data; to **correct, delete or restrict** (stop any active) processing of your personal data; and to **obtain the personal data you provide to us for a contract or with your consent in a structured, machine readable format**.

In addition, you can **object to the processing** of your personal data in some circumstances (in particular, where we don’t have to process the data to meet a contractual or other legal requirement, or where we are using the data for direct marketing).

These **rights may be limited**, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests in keeping.

You have the same rights for data held by the RFU for its own purposes on GMS.

To exercise any of these rights, you can get in touch with us– or, as appropriate, the RFU or its Data Protection Officer and Pitchero or its Data Protection Lead – using the details set out below. If you have unresolved concerns, you have the **right to complain** to the Information Commissioner’s Office.

Much of the information listed above must be provided on a mandatory basis so that we can make the appropriate legal checks and register you as required by RFU Rules and Regulations. We will inform you which information is mandatory when it is collected. Some information is optional, particularly information such as your medical information. If this is not provided, we may not be able to provide you with appropriate assistance, services or support.

### **More Information:**

We hope that we can satisfy queries you may have about the way we process your data. If you have any concerns about how we process your data, you can get in touch at [dataofficer@haslemererugby.co.uk](mailto:dataofficer@haslemererugby.co.uk) or by writing to The Data Officer, Haslemere Community Rugby Club Ltd, 48 Scotland Lane, Haslemere, Surrey GU27 3AL.

If you have any concerns about how the RFU process your data, you can get in touch at [legal@rfu.com](mailto:legal@rfu.com) or by writing to The Data Protection Officer, Rugby Football Union, Twickenham Stadium, 200 Whitton Road, Twickenham TW2 7BA.

For more information about the Game Management System:

<http://www.englandrugby.com/governance/club-support/gms/about/>

For more information about England Rugby Data Protection Policy:

<http://www.englandrugby.com/about-the-rfu/data-protection/>

For more information about the RFU’s privacy notice:

<http://www.englandrugby.com/about-the-rfu/privacy-policy/>

For more information about the Pitchero Data Protection Policy and Privacy Notice:

<https://secure.pitchero.com/gdpr> and [www.pitchero.com/privacy-policy](http://www.pitchero.com/privacy-policy) and support@pitchero.com

Information Commissioners Office (ICO) website [www.ico.org.uk](http://www.ico.org.uk)

This policy is effective from 21 May 2018 and replaces with immediate effect any previous versions.