



Privacy Policy

This privacy policy covers exactly what kind of information we collect about you and how at Capel Cricket Club

We've set out all the details below.

Please take the time to read and understand this policy. And bear in mind that by using our website, or contacting us by telephone or providing information to us or by way of social media, you agree to its terms.

To help you, we've included some links to other websites. It's worth remembering though that other people, not us, control these websites. We're not responsible for them.

What information do we collect and when?

We only collect information that we know we will genuinely use.

What information do we collect?

All information you choose to submit to us. You can do that in a number of different ways:

- By filling in forms, for example when you sign up to membership offers, news or a competition.
- By sending us emails and text messages (SMS or MMS).
- By adding posts, reviews and other comments to any of our websites, mobile apps or other community forums.
- By interacting with us on social media platforms such as Facebook or Twitter etc.
- By talking to us in person or over the telephone. For example, when enquiring about an event or making a complaint.

(Important: If you submit details to us of any other person (e.g. a friend) please make sure you have their permission first.)

- Sensitive information on you. And by sensitive we mean information such as your racial or ethnic origin, religious beliefs or other beliefs of a similar nature and your physical condition (e.g. if you're pregnant). We ask for some of this kind of detail in the membership form you fill in, and you can choose whether or not you want to provide it. However, we may also acquire it through social media or as a result of our analysis of your preferences and behaviours (see below).
- Any card or other unique identification numbers we may issue to you from time to time.





- Your social media content where this is in the public domain, and any messages you send direct to us via social media. This information can include posts and comments, pictures and video footage on sites such as YouTube, Facebook and Twitter. You should always review the terms and conditions and privacy policies of the social media that you use to make sure you understand what kind of information relating to you may be out there in the public domain and how you can stop or limit it from happening.

How do we use your information?

We use the information we collect for the following reasons:

- To get feedback from you about our club, website, and other services and activities. For example, occasionally we may invite you to review about an event, what we provide as a Club or anything you've bought or used from us. If we do, it's possible that we'll use independent research and feedback providers to act on our behalf.
- To contact you from time to time regarding things you've told us you want to hear about events, changes to what we provide to members or products we may sell. We may use push notifications to highlight when we've changed or added that you may be of interest to you. If you stop being a member, we may try and tempt you to re-join us.
- To reply to any questions, suggestions, issues or complaints you have contacted us about.
- To respond to any social media posts or other public comments you might make, whether they are directly to us or about us, our products, websites, mobile apps, services or other activities.
- To tell you about any changes to our Club, what we offer, services, websites, and mobile apps such as Spond.
- To monitor how people use our websites, social media, and mobile apps to see if they are being abused or threatened, for example, by internet trolls posting inappropriate comments in review areas or by would-be hackers looking to undermine our security.
- To protect you and our club from any other potentially criminal behaviour, including identity theft and fraud.





By knowing more about you, we're able to focus on the things we think are most likely to appeal to you, especially when we send you about all we offer and provide at the club and by the club.

Who do we share your information with?

We can't run our club or provide many of the services and benefits you receive from us without involving other people and organisations from time to time. When we share your information, we want you to know that we only do so in accordance with our legal data protection and privacy obligations.

Your information may be disclosed to:

- Other people who help us provide our websites, mobile apps, in-Pavilion WIFI networks, and related services to you. They include information technology experts who design and host our websites, and payment services companies that make it easy for you to use your credit or payment cards with us.
- Our insurers and insurance brokers who provide us with comprehensive cover against the risks of running a sports club such as ours. (They may keep this information for the purpose of ongoing risk assessment and insurance broking and underwriting services.)
- Our professional advisors including our lawyers and technology consultants when they need it to give us their professional advice.
- The Police, local authorities, Her Majesty's Revenue and Customs (HMRC), the courts and any other government authority if they ask us to do so (but only if us doing so is lawful).
- Other people who make a subject access request, where we are allowed to do so by law. (See Managing Your Information below for what we mean by a subject access request.)
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.

Social media, blogs, reviews, etc.

Any social media posts or comments you send to us (on the Facebook page, for instance) will be shared under the terms of the relevant social media platform (e.g. Facebook or Twitter) on which they're written and could be made public. Other people, not us, control these platforms. We're not responsible for this kind of sharing. So before you make any remarks or observations about anything, you should review the terms and conditions and privacy policies of the social media platforms you use. That way, you'll understand how they will use your information, what information relating to you





they will place in the public domain, and how you can stop them from doing so if you're unhappy about it.

It's worth remembering too, that any blog, review, or other posts or comments you make about us, what we provide and may sell on any of our blogs, reviews or user community services will be shared with all other members of that service and the public at large.

You should take extra care to ensure that any comments you make on these services, and on social media in general are fit to be read by the public, and are not offensive, insulting or defamatory. At the end of the day, you are responsible for ensuring that any comments you make comply with any relevant policy on acceptable use of those services.

Security of your information

A lot of the information we receive reaches us electronically, originating from your device and then transmitted by your relevant telecoms network provider.

Where it's within our control, we put measures in place to ensure this in flight data is as secure as it possibly can be.

And once it arrives, you can be sure we take the security of your information very seriously.

We use appropriate procedures and technical security measures (including strict encryption, anonymisation and archiving techniques) to safeguard your information across all our systems.

Plus, we use secure means to communicate with you where appropriate, such as https and other security and encryption protocols.

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online.

How long do we keep your information for?

To make sure we meet our legal data protection and privacy obligations, we only hold on to your information for as long as we actually need them for the purposes we acquired them in the first place (as set out above).

In most cases, this means we will keep your information for as long as you continue to be a member with us or use our services, and for a period time afterwards if you stop doing so, to see if we can persuade you to come back to us.

After that we will either delete it or anonymise it so that it cannot be linked back to you.





Managing your information

To reduce the chances of an error or misunderstanding, we need to keep the information we gather about you accurate and up-to-date.

But whilst we work very hard to make sure mistakes don't happen, we need your help, too.

So if you have membership with us, please ensure that the information you provide (e.g. any contact information) is correct and that you review it and update it regularly.

If you have reason to believe any of the information we collect on you may be inaccurate, and you are unable to put it right yourself, please contact us (see below for how to do this).

You are perfectly within your rights to ask us whether we hold information about you and if so, for us to give you certain details about that information and/or the information itself. This right is commonly known as a subject access request. Certain exemptions and conditions apply to this right, principally that it should be in writing and that you give us reasonable details about the information you want.

Depending on your country of residence or domicile, you may have additional or different rights to those set out above concerning the information we collect from you and your devices. We will, of course, honour all such legal rights if we are bound by them.

We also reserve the right not to comply with any enquiries or requests we receive about the information we collect, where we may lawfully do so. For example, if we have reason to believe that a request is malicious, technically impossible, involves disproportionate effort or could be harmful to others.

If you have any worries or complaints about the way we use your information, please don't hesitate to get in touch with us. We'll do our very best to set your mind at rest or put things right. And if, for whatever reason, you feel we're not meeting the exceptionally high standards we expect of ourselves, you're within your rights to take your grievance to the UK Information Commissioner's Office (ICO). Please see the section Where to go if you want more information about your privacy rights for further details.

And don't forget that with modern technology, you have more and more personal control over what information we and other organisations collect. For example, you can normally delete cookies and tracking technologies sent to your web browser. You can also change related settings to restrict them going forward, such as by using a private browsing mode (although this may affect your browsing experience on some websites). Plus, you can use the settings options in your mobile devices to restrict what sort of information websites and mobile apps are able to access and use about you. Online advertising networks, social media platforms and search engines (Google etc.) also provide tools to





manage the data they collect about you, and how it is used and shared. We urge you to look out for these functions and tools and use them to manage your privacy in a way that suits you best.

Updates to this privacy policy

We review the ways we use your information regularly. And in doing so, we may change what kind of information we collect, how we store it, who we share it with and how we act on it.

Consequently, we will need to change this privacy policy from time to time to keep it accurate and up-to-date.

Whenever we change this policy, rest assured we will make every effort to tell you. That way, you can check to see if you're still happy. And if, following any changes, you continue to use our websites and mobile apps, contact us by telephone or otherwise provide information to us) we will assume that you agree to those changes.

Live Streaming information

We will from time to time "Live Stream" matches, or take pictures, or use other Audio-Visual technology to record games. This means that the game will be filmed using a digital camera, and the images overlaid with a scoreboard. These images will then be transferred up to the internet to our social media platform of choice. The purpose for this is for developing and creating materials for new training programmes and initiatives and creating materials for publicity. It is also for the enjoyment of players to review their own performances, and for members of the club and the wider community to enjoy matches that they can't attend in person

Recorded material will not be used to question the decision of umpires or as a decision referral system.

It is possible that some of this footage may be used for capturing an incident and reviewed as part of that investigation.

The footage will be posted to YouTube on the Capel Cricket Club site, which is available to watch by the whole internet, or to the CCC private Facebook page which is not publicly available.

Consent will be obtained from parents/guardians of under 16's being filmed before the match starts, and any under 16 players will be informed at the match that they are being filmed. If any player would prefer for the match not to be live streamed, then the match recording will not take place. Any player has the right to withdraw consent to be filmed. Your data is protected by GDPR, for details of this please refer to Chapter III of the UK GDPR. Consent for recording adult games will be gained by contacting the Captain of the Opposition who will be asked to contact his players. Consent for any junior players in that team will be handled as detailed above by the Captain of the Opposition.





Please be aware that all the information you provide us with is held separately from all the other information we collect about you (as set out above). It is not used or shared in the ways we've described above.

The live streams and images will be stored on the appropriate social media platform for as long as we are able without being charged by the relevant platform as a record of matches played.

About us

Our full legal name is Capel Cricket Club.

We are the data controller of the information you provide us with. This term is a legal phrase used to describe the person or entity that controls the way information is used and processed.

Where to go if you want more information about your privacy rights

The Information Commissioners Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here http://www.ico.gov.uk/for_the_public.aspx.

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.

Contact us

You're welcome to get in touch with us to discuss your information at any time.

Our contact details are:

Capel Cricket Club
Mortimer Road,
Capel,
Surrey.
RH5 5LB

Email: capelcc@capelcricketclub.co.uk

Thank you very much for taking the time to read this document.

