

Approved by CCHC Committee on: 20th August 2026

Introduction

- Cambridge City Hockey Club Limited (CCHC) collects and uses personal information about members (including juniors), coaches, volunteers, committee members, and other individuals who come into contact with the club.
- The Management Committee of CCHC is the data controller. Contact details are below.
- CCHC will always comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (as amended), and the Data (Use and Access) Act 2025 (DUAA) when dealing with personal data. Further details are available on the Information Commissioner's Office (ICO) website: ico.org.uk.

Purpose

This policy explains how all information collected will be dealt with correctly and securely. It applies to information regardless of how it is collected, used, recorded, stored, or destroyed, whether in paper files or electronically.

All committee members, coaches, and administrators involved in collecting, processing, or disclosing personal data will be aware of their duties and responsibilities by adhering to this policy.

CCHC will keep personal data up to date; store and destroy it securely; not collect or retain excessive amounts of data; protect personal data from loss, misuse, unauthorised access, and disclosure; and ensure appropriate technical and organisational measures are in place.

Who Are We?

We are Cambridge City Hockey Club Limited.

Contact:

The Pavilion at Wilberforce Road Sports Ground,
Wilberforce Road
Cambridge
CB3 0EQ

Email: data.protection@cambridgecityhc.org

What Information We Collect and Why

We collect and store the following information:

Members (including juniors): Name, Address, Contact Numbers, Email, Date of Birth, School, Emergency Contact details, Contact details of a parent or guardian (if under 18), Sporting Information, Medical Information, Sex, Occupation (adults), Relevant Sporting Qualifications and experience, Membership payment information, Dietary information, Photos and Recordings, club

playing record, individual scorer information, disciplinary information, bank details (where appropriate).

Coaches: Name, Address, Contact Numbers, Email, Emergency Contact details, Relevant Sporting Qualifications and experience, Medical Information, Sex, Dietary Information, Photos and Recordings, Disclosure and Barring Service (DBS) checks (where appropriate), bank details (where appropriate).

Volunteers: Name, Address, Contact Numbers, Email, Emergency Contact details, Relevant Sporting Qualifications and experience, Medical Information, Sex, Dietary Information, Occupation, Photos and Recordings, Disclosure and Barring Service (DBS) checks (where appropriate), bank details (where appropriate).

Committee Members: Name, Address, Contact Numbers, Email, Emergency Contact details, Relevant Sporting Qualifications and experience, Medical Information, Sex, Dietary Information, Occupation, Photos and Recordings, Disclosure and Barring Service (DBS) checks (where appropriate), bank details (where appropriate).

Umpires: Name, EH Registration number, Email, Contact Numbers, club umpiring record, bank details (where appropriate).

Alumni: Name, Address, Contact Numbers, Email, Honorary status

Primary Platforms

We use Teamo (a UK-based sports club management platform) as our central system to securely store member data, manage communications, events, payments, and all hockey-related activities. Teamo acts as our data processor and processes data only on our documented instructions. Full details of Teamo's security and compliance measures are available in their [GDPR documentation](#).

Club records that are held outside of Teamo are stored in a CCHC managed Google Workspace. This provides secure, club administered, storage with access permissions set by role. All club email accounts are also administered through this Workspace to ensure that data remains under the control of CCHC, and the platform is also used to host any videoconferencing calls etc.

Lawful Bases for Processing

We only process personal data where we have a valid lawful basis under the UK GDPR. The table below summarises the main ways and the basis under which we process our data:

Purpose	Data Types	Lawful Basis (Art 6 UK GDPR) and condition for processing of special category data (Art 9 UK GDPR)
Administer membership records	Name, contact details, DOB, payment info	Contract [Art 6.1(b)]
Register with England Hockey and other	Name, DOB, sex, contact details, dietary requirements	Legal obligation [Art 6.1(c)] / Contract [Art 6.1(b)]

organisations for leagues, tournaments		
Club communications (news, events, fixtures, training, other club activities)	Name, email, phone	Legitimate interests [Art 6.1(f)]
Promote the interests of CCHC (including photos/recordings)	Photos, recordings, name	Legitimate interests [Art 6.1(f)] or in the case of children, Explicit consent [Art 6.1(a)]
Manage coaches, umpires, volunteers & committee	Name, contact details, DOB, qualifications	Contract [Art 6.1(b)]/ Legitimate interests [Art 6.1(f)]
Reimburse a volunteer for money they spent out of their own pocket on the club's behalf, by bank transfer	Bank account details, collected through secure form and not by email	Legitimate interests [Art 6.1(f)]
Maintain DBS checks of individuals working with children	Name, DBS check outcomes	Legal Obligation [Art 6.1(c)] and Reasons of Substantial Public Interest [Art 9.2(g)]
Maintain medical information for the safety of our members	Health data	Explicit consent [Art 6.1(a) & Art 9.2(a)]
Maintain dietary information for the safety of our members	Dietary data	Explicit consent [Art 6.1(a) & Art 9.2(a)]
Dealing with safeguarding concerns	Name, concerns raised, records of investigation, witness statements, outcomes and actions taken	Recognised Legitimate Interests (safeguarding) [Art 6.1(ea)] and Reasons of Substantial Public Interest [Art 9.2(g)]
Dealing with standards of behaviour	Name, concerns raised, records of investigation, witness statements, outcomes and actions taken	Legitimate Interests [Art 6.1(f)] and Reasons of Substantial Public Interest [Art 9.2(g)]
H&S accident and injury logs	Name, injury incurred, outcomes and actions taken	Legal obligation [Art 6.1(c)]
Maintain alumni database	Contact details	Legitimate interests [Art 6.1(f)]

Record & communicate match reports, results, individual scorer details (website/social media channels/local and national press)	Name, scores, player of the match, disciplinary cards	Legitimate interests [Art 6.1(f)]
Run the CCHC Community Lottery — register participants, allocate ticket numbers, take payment, run the monthly draw and pay prizes	Name, contact details, entry and payment information	Contract [Art 6.1(b)]
Check that lottery participants are 18 or over, and act on a report that a participant may be under age	Age confirmation (we do not collect date of birth); the fact that a concern was raised, the date, and the action taken	Legal obligation [Art 6.1(c)] — the Gambling Act 2005 prohibition on a child (under 16) participating in a lottery; and Legitimate interests [Art 6.1(f)] for CCHC's own 18+ rule, and for a report about a 16- or 17-year-old
Publish the name of a lottery winner	Winner's name	Consent [Art 6.1(a)]
Pay a lottery prize, or make a refund	Bank account details, collected through a secure form at the time and not by email	Contract [Art 6.1(b)]
Make sure we do not contact a former participant about the Lottery again	Name and email address only	Legitimate interests [Art 6.1(f)], and Legal obligation [Art 6.1(c)] where we are honouring an objection under Article 21

Children's Data (Juniors under 18)

We take extra care with data relating to children. Where consent is used, we will obtain parental/guardian consent. Processing of children's data is carried out in their best interests and in line with our Safeguarding Policy and England Hockey requirements. We apply higher protection standards as required by the DUAA and ICO guidance.

Protecting Your Personal Data

General

- We will only transfer personal data outside the UK where appropriate safeguards are in place (e.g., UK adequacy decisions, International Data Transfer Agreements, or Standard Contractual Clauses) and the transfer meets the UK "data protection test".

- We implement appropriate technical and organisational security measures (e.g., password protection, secure systems such as Teamo, access controls, encryption where appropriate).
- Online payments use recognised secure systems.
- Note: Transmitting information over the internet can never be guaranteed 100% secure.

Data Breaches

We will notify the ICO within 72 hours of becoming aware of a personal data breach where there is a risk to individuals' rights and freedoms. We will notify affected individuals promptly if the breach is likely to result in a high risk to their rights and freedoms.

Sharing Personal Data

- CCHC will never sell your personal data.
- All personal data is treated as strictly confidential and shared internally only for club purposes.
- We routinely process data using the notified platforms of Teamo and Google Workspace.
- We may share data with other third-party service providers (e.g. AltiusRT) who act as processors. We will have contracts in place meeting UK GDPR Article 28 requirements and carry out due diligence.
- We share registration data with England Hockey and relevant leagues as required.

How Long Do We Keep Your Information?

We retain personal data only as long as necessary. We review data annually. Indicative Retention Schedule (examples):

- Membership records: Duration of membership + 6 years to cover any possible legal claims.
- Safeguarding records: Until the individual reaches normal retirement age or for 10 years after leaving (whichever is longer).
- Accident and injury records: 10 years, or in the case of children until the individual is at least 25 years old.
- Bank account details for payment of expense reimbursements: 30 days after the payment clears, or 12 months where the claimant is paid on a recurring basis.
- Financial records: 6 years after the end of the financial year they relate to (CCHC's financial year ends 30 April). Depending on when in the year a transaction falls, that is between six and seven years from the transaction itself. HMRC requires records supporting a Company Tax Return to be kept until the sixth anniversary of the end of the accounting period; we delete or anonymise them at the end of that period.

- CCHC Community Lottery participants, including participants who are not club members: payment and entry records for 6 years after the end of the financial year they relate to, then deleted or anonymised. After that we keep a name and email address only, on a do-not-contact list, so that we do not contact you about the Lottery again by mistake. This is set out in full at clause 9.7 of the Lottery Terms and Conditions.
- Photos/recordings (non-safeguarding): While consent is valid or legitimate interest applies.
- Alumni: Indefinitely unless you object.

When we no longer need data, we securely delete or anonymise it. We do not keep financial records beyond the period stated above.

Your Rights

Under the UK GDPR you have the following rights (subject to some exemptions):

- Right of access (to see your data)
- Right to rectification (correct inaccurate data)
- Right to erasure (“be forgotten”) in certain circumstances
- Right to restrict processing
- Right to object to processing (including direct marketing and legitimate interests)
- Right to data portability
- Right to withdraw consent (where consent is the basis)
- Rights relating to automated decision-making (if applicable)
- Right to lodge a complaint with the ICO.

To exercise any rights, contact the CCHC Data Protection Lead at data.protection@cambridgecityhc.org

Requests are usually free and responded to within one month.

Accountability

CCHC maintains a Record of Processing Activities internally, along with Legitimate Interest Assessments and an Appropriate Policy Document to cover any processing undertaken on the basis of Substantial Public Interest. We process data by design and default with privacy in mind.

Contact Details

For questions about this policy or data processing:

Name: Peter Burge, Data Protection Lead

Email: data.protection@cambridgecityhc.org

Information Commissioner's Office:

Helpline: 0303 123 1113

Website: ico.org.uk

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Review of Policy

We reserve the right to amend this policy.

Amendments will not be retrospective.

Check our website (www.cambridgecityhc.org) for the latest version.

The Management Committee reviews this policy at least annually.