**Spencer Hockey Club
DATA POLICY**

HOW DO WE USE YOUR INFORMATION?

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| **What do we use your information for?** | **What type of information do we use?** | **What reason do we have to use it (this is the boring legal bit…)** |
| To make sure your membership with us runs smoothly and we can provide the very best service for you. | All contact and membership details, any conversations we have had and your likes and dislikes. | We need all this information to make sure we do a good job in managing your membership with us. |
| To provide you with merchandise or other services/ products you have ordered from us.  | All contact and membership details. Your or your parent/guardian’s payment information. | We need all this information to make sure you get the products/services you ordered. |
| To send you information which we think you might like based on the type of membership account you have with us such as details about ticket sales, competitions and events we are running, offers and discounts and any updates on hockey. | All contact and membership details. | We need all this information to make sure we do a good job in managing your membership with us.  |
| To send you other information we think you might like or which you have asked us to send to you. | All contact and membership details, your likes and dislikes, and your occupation. | Only where you have told us you want to receive this type of information. If you are under the age of 13 your parent or guardian must have given their consent to allow us to send you marketing messages.  |
| To help you if you have a question or you are not happy with something we have done. | Contact details and any conversations we have had.  | It is in our interests to make sure we deal with any issues you have quickly.  |
| We will keep all your details on our files. | All your personal details. | It is in our interests to hold your details on file, so we can deal with any issues with your membership and to make sure we do a good job in managing your membership. Sometimes we may have to keep your details because the law tells us we must. If we use any ‘special information’, we will only do so on the basis of one of the ‘special reasons' we mentioned above. " |
| To protect our IT systems. | Details about how you use our website. | It is in our interests to make sure that our IT systems are safe and secure for all our staff and you to use.  |
| We occasionally carry out research on what events you have attended to understand what is 'on trend'. | Details of the events and competitions you have attended.  | It is in our interests to make sure that our membership is targeted and relevant for you.  |
| To promote the club, hockey, our events and membership packages. | Any photos or videos of you. | Only where you have told us you are happy to use our photos.  |
| To make sure we are keeping up with health and safety. | Details of the events and competitions you have attended. | It is in our interests to make sure we provide you and others like you with a safe place to play your sport. Sometimes we may have to keep your details because the law tells us we must.  |
| To register you on to and keep track of any events and competitions you attend. | Details about your performance (but we won't use any 'special information') and the events or competitions you have attended. | We need all this information to make sure we do a good job in managing your development through the performance programme.  |
| We will use your details to assess your performance and to find out what else we can do to help you improve your development and training with us. | Details about your performance and the events or competitions you have attended. We might also hold details about your health and any club or county membership. | We need all this information to make sure we do a good job in managing your development through the performance programme. If we use any information about your health, we will only do so based on one of the ‘special reasons' we talked about above. |
| To arrange for any trip or transportation to and from an event or match. | Any ID cards or passport information you give us, details of family members and emergency contacts, your parent/guardian’s payment information and details about your health. | We need all this information to make sure we can make arrangements for any trip you go on. If we use any ‘special information’, we will only do so on the basis of one of the ‘special reasons' we talked about above.  |
| We might use details about your health (including any injuries or disability) to make sure you are playing in a safe environment by making changes to the design of our sports facilities and to ensure you are well enough to participate.  | Details about your health. | We will only use this ‘special information’, on the basis of one of the ‘special reasons' we talked about above. |
| To put together all the information we need in case there are any disciplinary or other issues with your membership. | All your personal details. | It is in our interests to make sure we provide you and others like you with a safe and fair place to play your sport. If we use any ‘special information’, we will only do so on the basis of one of the ‘special reasons' we talked about above.  |
| To make sure we are fairly offering opportunities to everyone. | Name, your birthday, gender, information which part of the world you or your family are from, details about your health and performance. | It is in our interests to make sure we provide you and others like you with the same opportunity to get into sport no matter who you are and where you come from. If we use any ‘special information’, we will only do so on the basis of one of the ‘special reasons' we talked about above. |

In some cases we might need the information you have given us to make sure we can do what we say we are going to do with your details. Other times, we may not need it, but if we don’t have it, we may not be able to provide you with the best possible service.

If you have told us we can use your information in a certain way, you can tell us to stop using it at any time, by contacting us at manager@spencerclub.org