

PRIVACY NOTICE FOR MEMBERS, VOLUNTEERS AND CUSTOMERS



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1.1	03/05/2021	Section 2 amended to remove reference to non special-category data	Membership Officer	Governance Director

References to **we**, **our** or **us** in this privacy notice are to England Touch Association Ltd (company registration number 07164624), C/O Kilsby Williams, Cedar House, Hazell Drive, Newport, Wales, NP10 8FY.

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your membership and/or engagement with us. It sets out how we comply with the law on data protection and what your rights are. For the purposes of data protection, we are the **data controller** of any of your personal information.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we are not required to do so, but our Governance Director has overall responsibility for data protection compliance in our organisation. Contact details are set out in the "**Contacting us**" section at the end of this privacy notice.

Personal data is information that relates to a directly or indirectly identified or identifiable individual. We are accountable for complying with the key principles of the UK General Data Protection Regulation (GDPR), requiring that personal data shall be:

- processed lawfully, fairly and in a transparent manner in relation to individuals
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
- accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed

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- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

This notice applies to you if you are any of the following:

- an individual participant of touch rugby ('touch') who has registered for membership of England Touch Association and/or whose details we have collected from one of our member clubs, schools, universities, leagues, or other third-party referral;
- a representative or official of one of our member clubs, schools, universities, leagues or other affiliated organisations or a volunteer who has registered your details with us; or
- a touch rugby fan, participant or supporter who has contacted us to purchase access to any of our events and/or courses and/or to purchase merchandise and/or signed up to receive updates about upcoming events, offers and ways to get involved with, and/or to stay informed about, England Touch Association and/or touch rugby.

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU

When you sign up for membership with us or otherwise contact us, you may provide us with or we may obtain **personal information** about you, such as information regarding your:

- personal contact details that allow us to contact you directly such as name, title, email addresses and telephone numbers
- date of birth
- sex
- membership details including start and end date
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us
- any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you
- use of and movements through our websites and online portals, passwords, personal identification numbers, IP addresses, usernames and other IT system identifying information
- records of your attendance at any events or competitions hosted by us
- images in video and/or photographic form and voice recordings
- your marketing preferences so that we know whether and how we should contact you

Participants, Officials, and Volunteers

If you are a participant, official, or volunteer, you may also provide us with or we may obtain the following additional **personal information** from you:

- identification documents such as passport and identity cards
- details of any club and/or regional memberships or affiliations

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- details of next of kin, family members, coaches, and emergency contacts
- records and assessment of any gradings or ratings, credentials or qualifications, competition results, details regarding tournaments, events, and/or courses attended and performance
- all information included as part of the volunteering application process
- records of your volunteering history
- any disciplinary and grievance information
- any details required for the purposes of awarding funding or grants (including any means testing)
- bank account details for payment of any out-of-pocket expenses

Children

We take our responsibilities in relation to children and young people very seriously. Children have the same rights as adults over their personal data which they can exercise as long as they are competent to do so. In the UK only adults and children aged 13 or over are legally able to provide their own consent when being offered an online service. Therefore, where we rely on consent as the lawful basis for processing personal data in the context of an online service (see section 4 below), we will always obtain consent from an adult with parental responsibility for children under 13 years old. In addition, when relying on consent to process personal data of children under 18, in any context, it is our policy to seek consent from an adult with parental responsibility.

2. SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store, and use the following “**special categories**” of more sensitive personal information regarding you:

- information about your race or ethnicity, religious beliefs, and sexual orientation
- information about your health, including any medical condition, health and sickness records, medical records, and health professional information

We may not collect all the above types of special category personal information about you. In relation to the special category personal data that we do process we do so based on your **explicit consent**.

In the table below, we refer to this as the “special category reasons for processing of your personal data”.

We may also collect criminal records information from you, for example to fulfil our safeguarding responsibilities. For criminal records history, we process it on the basis of legal obligations or based on your explicit consent.

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3. WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information about our members, volunteers and customers when you create an account on our site at englandtouch.org.uk to become a member of, or volunteer with, England Touch Association, to purchase any services or products we offer online, when you make a query and/or complaint, or when you correspond with us by phone, e-mail or in some other way.

If you are a participant, official, or volunteer of touch rugby we also may collect personal information about you from any club, school, university, league, or other organisation you are affiliated with or from other referrals such as from coaches or other governing bodies.

If you are providing us with details of referees, next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of how what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with those of them whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the “**Your rights in relation to personal information**” section below.

4. USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis under the GDPR for being able to do this. The lawful basis includes handling your personal information:

- in order that we may perform our services and obligations under any **contract** with you.
- for our **legitimate interests** to deliver our services to you provided these are not overridden by your interests and fundamental rights and freedoms. You can contact us to ask us for more information on the specific interests and how we balance those to ensure privacy is respected.
- for processing which is necessary for compliance with our **legal obligations** laid down by European Union law (where relevant) and by national laws.
- with your **consent**. This means your freely given, specific, informed and unambiguous consent which may be collected from you at the time at which it is requested, including in relation to any direct marketing communications.

Purpose	Personal information used	Lawful basis
<u>All Members, Volunteers and Customers</u>		
To administer any membership or and/or volunteer account(s) you have	All contact and membership details, transaction and payment information,	This is necessary to enable us to properly manage and administer your

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<p>with us and managing our relationship with you, including arranging for any insurance and dealing with payments and any support, service or product enquiries made by you</p>	<p>records of your interactions with us, and marketing preferences.</p>	<p>membership or volunteer <u>contract</u> with us.</p>
<p>To arrange and manage any contracts for the provision of any merchandise, products, events, courses, or other services and activities that you register for</p>	<p>All contact and membership details, transaction and payment information, attendance records, and records of your interactions with us.</p>	<p>This is necessary to enable us to properly administer and perform any <u>contract</u> for the provision of merchandise, products, and services.</p>
<p>To send you information which is included within your membership benefits package, including details about your insurance, competitions and events, partner offers and discounts and any updates on our offerings</p>	<p>All contact and membership details</p>	<p>This is necessary to enable us to properly manage and administer your membership <u>contract</u> with us.</p>
<p>To send you other marketing information we think you might find useful or which you have requested from us, including our newsletters, information about membership, events, participation, products and information about our commercial partners that is not included as part of any membership package</p>	<p>All contact and membership details and marketing preferences</p>	<p>Where you have given us your explicit <u>consent</u> to do so.</p>
<p>To answer your queries or complaints</p>	<p>Contact details and records of your interactions with us</p>	<p>We have a <u>legitimate interest</u> to provide complaint handling services to you in case there are any issues with your membership.</p>

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<p>Retention of records</p>	<p>All the personal information we collect</p>	<p>We have a <u>legitimate interest</u> in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage your membership and England Touch Association. In some cases, we may have legal or regulatory obligations to retain records for the purposes of accounting and to audit our operations.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p> <p>For criminal records history we process it on the basis of <u>legal obligations</u> or based on your explicit <u>consent</u>.</p>
<p>The security of our IT systems</p>	<p>Your usage of our IT systems and online portals</p>	<p>We have a <u>legitimate interest</u> to ensure that our IT systems are secure.</p>
<p>To conduct research and data analytics studies to better understand our membership, event attendance, and trends within the sport</p>	<p>All the personal information we collect other than special category personal data</p>	<p>We have a <u>legitimate interest</u> in doing so to ensure that our membership is targeted and relevant.</p>
<p>To produce and maintain our website(s), social media accounts, and any external marketing campaigns for the purposes of promoting touch rugby, our events,</p>	<p>Images in video and/or photographic form and voice recordings.</p> <p>Name and details of participation in any England Touch training squad, any</p>	<p>We have a <u>legitimate interest</u> to use images and recordings to promote touch rugby and the activities of the England Touch Association.</p> <p>Where you have given us your explicit <u>consent</u> to do so we may publicise</p>

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membership packages, and volunteer opportunities.	affiliated club and/or regional memberships	other information about your involvement and achievements in touch rugby
To comply with health and safety requirements	Records of attendance	We have a legal obligation and a legitimate interest to provide you and other members of our organisation with a safe environment in which to participate in sport.
Participants, Officials, and Volunteers		
To conduct performance reviews, manage performance, make decisions about your progression and development through any pathway programme, determine performance requirements and administer your development and training requirements	<p>All performance and attendance data and information about your health and medical condition.</p> <p>Images in video and/or photographic form and voice recordings.</p> <p>Details of any affiliated club and/or regional memberships.</p>	<p>We have a legitimate interest to properly manage and administer your development through development and performance programmes.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p>
To administer and monitor your attendance at courses, events, and competitions	<p>All non-medical performance and attendance data.</p> <p>Details of any affiliated club and/or regional membership.</p>	We have a legitimate interest to properly manage and administer your development through development and performance programmes.
Making a decision about your appointment as a volunteer and managing the appointment process	<p>All the personal information we collect from you as part of the application process.</p> <p>Records of volunteering history.</p> <p>Referee details and any references.</p>	We need this information to be able to perform and administer your contract with us as a volunteer.

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<p>Paying you for any out-of-pocket expenses</p>	<p>Transaction and payment information.</p>	<p>We need this information to make any out-of-pocket expense payments to you under any <u>contract</u> with us.</p>
<p>To arrange for any trip, transportation to and from an event, or overnight accommodation</p>	<p>Identification documents, details of next of kin, family members and emergency contacts, transaction and payment information, health, and medical information.</p>	<p>This is necessary to enable us to properly manage and administer your <u>contract</u> with us.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p>
<p>To comply with legal obligations, for example, regarding people working with children or vulnerable adults to comply with our safeguarding requirements</p>	<p>Information about your criminal convictions and offences</p>	<p>For criminal records history we process it on the basis of <u>legal obligation</u> or based on your explicit <u>consent</u>.</p>
<p>To administer any drug and alcohol testing</p>	<p>Health and medical information</p>	<p>We have a <u>legal obligation</u> and a <u>legitimate interest</u> to provide you & other members of our organisation with a safe environment in which to participate in sport.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p>
<p>To use information about your physical or mental health (including any injuries) or disability status, to ensure your health and safety and to assess your fitness to participate, to provide appropriate adjustments to our sports facilities and to</p>	<p>Health and medical information</p>	<p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p>

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<p>monitor and manage sickness absence</p>		
<p>To gather evidence for possible grievance or disciplinary hearings, dealing with legal disputes involving you or any other participant, official, or volunteer</p>	<p>All non-‘special categories’ of personal information including any disciplinary and grievance information.</p>	<p>We have a <u>legitimate interest</u> to ensure that all legal claims are managed effectively, to provide a safe and fair environment for all participants, and to ensure the effective management of any disciplinary hearings, appeals and adjudications.</p> <p>For criminal records history we process it on the basis of legal obligations or based on your explicit <u>consent</u>.</p>
<p>To prevent and detect criminal or improper acts</p>	<p>Identification documents</p>	<p>We may have a <u>legal obligation</u> to do so, otherwise we have a <u>legitimate interest</u> to protect our organisation against criminal or improper acts.</p>
<p>To assess your eligibility for and to provide any scholarship funding and/or grants</p>	<p>All details required for the purposes of awarding scholarship funding or grants (including any means testing)</p>	<p>This is necessary to enable us to properly administer and perform any <u>contract</u> for the provision of funding.</p>
<p>For the purposes of equal opportunities monitoring</p>	<p>Name, title, date of birth, gender, information about your race or ethnicity, health, and medical information and performance data</p>	<p>We may have a <u>legal obligation</u> to do so and we have a <u>legitimate interest</u> to promote a sports environment and volunteering opportunities that are inclusive, fair, and accessible.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p>

For some of your personal information you will have a legal, contractual, or other requirement or obligation for you to provide us with your personal information. If you do not provide us with

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the requested personal information, we may not be able to admit you as a member and/or register you as a volunteer, or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your position as a member and/or volunteer. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "**Contacting us**" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent, and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you.

5. DIRECT MARKETING

Email, post, and SMS marketing: from time to time, we may contact you by email, post or SMS with information about products and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by emailing us at marketing@englandtouch.org.uk. You can also unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

6. DISCLOSURE OF YOUR PERSONAL INFORMATION

We share personal information with the following parties:

- **Any party approved by you**
- **Any club, league or event operator you affiliate or register your participation with, and any regional body and/or international governing bodies for touch rugby:** to allow them to properly administer the sports on a local, regional and national level
- **Other service providers:** for example, email marketing specialists, payment processors, data analysis, insurers, promotional advisors, contractors or suppliers and IT services (including CRM, website, video- and teleconference services)
- **Our supply chain partners and sub-contractors,** such as apparel and equipment providers, couriers, travel agents and accommodation providers

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- **Our commercial partners:** for the purposes of providing you with information on any tickets, special offers, opportunities, products and services and other commercial benefits provided by our commercial partners as part of your membership or volunteering rewards package
- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security

We do not disclose personal information to anyone else except as set out above.

7. TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY

The personal information we collect may be transferred to and stored in countries outside of the UK and the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain instances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your personal information is only used in accordance with this privacy notice and applicable data protection laws and is respected and kept secure and where a third party processes your data on our behalf we will put in place appropriate safeguards as required under data protection laws. For further details please contact us by using the details set out in the "Contacting us" section below.

8. HOW LONG WE KEEP PERSONAL INFORMATION FOR

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 6 years after your last contact with us. Exceptions to this rule are:

- Information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after you have engaged with us.
- It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

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You may be able to update some of the personal information we hold about you through our membership platform accessed via <http://englandtouch.org.uk/membership>. Alternatively, you can contact us using by using the details set out in the "**Contacting us**" section below.

9. YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You should note that some of these rights may not apply as there are specific requirements and exemptions which apply. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "**Contacting us**" section below. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you are unhappy with the way we are using your personal information, you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first. Any complaint will be fully investigated in line with the England Touch Association's Complaints Policy.

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10. CHANGES TO THIS NOTICE

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

11. CONTACTING US

In the event of any query or complaint in connection with the information we hold about you, please email governance@englandtouch.org.uk or write to us at England Touch Association, C/O Kilsby Williams, Cedar House, Hazell Drive, Newport, Wales, NP10 8FY.