

Privacy Policy

Chesterfield FC Community Trust (the Trust) is committed to protecting and respecting your privacy. We are a registered charity number 1136235 and a company limited by guarantee incorporated in England and Wales under company number 6903318.

This document explains our policy regarding any personal information you might supply to us when you participate in any of our activities, join any of our schemes, visit our websites or via any other route including through social media. Our goal is to protect such information and, for the purposes of the Data Protection Act 1998 The Trust will be its own Data Controller.

Although an independent charity the Trust does offer some services and activities linked to Chesterfield Football Club (the Club). In some cases it is necessary to exchange information with the Club, particularly where match tickets are sold or supplied on offers or as part of activities.

2. What Information Do We Collect?

The information we collect falls into the following categories:

- a) Personal information that you provide to us such as your name, address, telephone numbers, date of birth, credit card number, billing address, email address and details of purchasing preferences which we use in accordance with this Privacy Policy.
- b) Website and App Use Information - the Websites, the Apps and our social media sites utilise standard technology called “cookies” or similar technologies, along with web server logs, to collect information about how the Website, the Apps and social media sites are used, and information about users.

When you engage in certain activities on the Websites or engage with the Trust through another route, for example, by registering on the Websites or as an participant, purchasing goods and services or entering competitions, we may ask you to provide certain information about yourself by filling out and submitting a form. It is completely up to you whether you engage in these activities. If you choose to engage in these activities, however, we may require you to provide us with Information. In some instances, you may also be asked to provide a credit or debit card number.

We may also supplement the Information that you provide with other information that you provide through your interactions with us or which we receive from other organisations and use this combined Information in the particular manner described in Section 5 below.

3. Consent

By engaging with the Trust you indicate your consent to us collecting and using your Information (that you provide to us when interacting with us) in accordance with the terms of this Privacy Policy, except where we require separate consent from you.

When you submit Information to us you understand and agree that we, and where appropriate the Club, may record, transfer, store, and process your Information.

If you enter your details into one of our online forms but don't submit the form to us we may contact you to see if we can help you with any problems you may be experiencing with the form or any queries you might have about our products or services.

If you do not agree to these terms, please do not use the Websites or the Apps, register or purchase goods and services on the Websites, enter competitions, or provide your Information to the Trust via any other route.

4. Security

We take the security of your Information seriously.

We have a committed security policy. We implement a number of security measures to ensure the safety of any Information in our possession or control. The Information is accessible only by a limited number of employees who have limited access rights to such information.

In addition, we have security procedures in place to protect our customer database from loss and misuse, and only allow access to it when absolutely necessary, and then under strict guidelines as to what use may be made of the Information contained within it.

5. How Will We Use Your Information?

We collect your Information to record and support your participation in the activities you select. Obviously it is a pre-requirement that engaging in some of our services means we have to contact you.

We may further use Information:

- for marketing to you via mail, email, phone, mobile messaging or social media direct messaging, as detailed further below;

- for record keeping purposes;

- to improve the quality of our service;

- for market research;

- to measure and improve participation including activity online;

- in connection with targeting/advertising activities; and

- to understand your preferences so that we can improve the products or services we offer.

We will not send you any unsolicited marketing. Where you engage with some of our activities or projects we will continue to inform you about those services and

associated services. Where you have provided us with your wider consent, we may send you emails or other marketing messages with information and offers relating to the Trust and wider Club.

6. Third Parties and Partners

We will never share your Information with our Partners for them to send marketing messages directly to you; however we may share this Information with them so that they can tell us how to market to you on their behalf in the most appropriate way and with the most relevant information. In all cases, we will take care to ensure that these organisations only process your Information in accordance with this Privacy Policy, your preferences and the law.

However where services or offers involve working with the Club there might be practical or contractual reasons for sharing information particularly around match tickets.

If you no longer wish the Information you provide to us to be shared with our Partners in the manner described in this Privacy Policy, or you wish to update your marketing choices in other ways, please follow the procedure set out in Section 9.

7. Policy for Children

We realise and understand that many children will use our services. We encourage all persons under 13 to consult with their parents or legal guardian before submitting any content or information to the Trust. Parents or legal guardians should, in particular, supervise children when online and recommend that parental control tools be put in place. Although anyone known to be under the age of 13 may participate in competitions and promotions, notification of a win or prize will be sent directly to the parent or legal guardian identified in the initial registration process. Any publication of a competition winner's personal details for visitors known to be under 18 will require parental or legal guardian consent during registration.

8. Changes to this Privacy Policy

We aim to meet high standards and our policies and procedures are, therefore, constantly under review. From time to time we may change our security and privacy policies. Accordingly we recommend that you check this page periodically, or request a copy of the current Privacy Policy from our Governance Officer, in order to keep up to date.

9. Updating Information and Marketing Choices

You may update or correct the Information we hold about you at any time by contacting the Head of Operations. Please include your name, address, and/or email address when you contact us. We would encourage you to update your Personal Information promptly if it changes.

10. Your Rights to Access Your Information

You have the right to see details of the Information that we hold about you. We may charge a small fee towards the cost of administering any request you make. The current fee is £10.00.

11. How to Contact Us

If you would like any further information or have any comments about our use of your Information, our Privacy Policy or any aspect of the Websites, the Apps or our service, please contact our Governance Officer by any of the methods shown below:

Email: peterwhiteley@spireitetrust.org.uk

Post: Governance Officer, The HUB, East Stand, 1866 Sheffield Road, Chesterfield, S41 8NZ