Falmouth Sports Club – Privacy Policy

Last updated: *November 2025*

1. Who we are
Falmouth Sports Club is a racket ball sports club operating in Falmouth, Cornwall, UK. We collect about members, volunteers, coaches, visitors and other individuals associated with the club.

2. Purpose of this policy
This policy explains how we collect, use, store and share your personal data; your rights in relation to your personal data; and how you can contact us if you have any questions.

3. Data we collect
We may collect the following categories of personal data about you:

- Identity information: name, date of birth (or age group), gender.
- Contact information: address, email address, telephone/mobile number.
- Membership information: membership type, membership start/end date, payment history, attendance records.
- Health, medical or emergency contact information: relevant medical conditions, allergies, next-of-kin/emergency contact (for training, sessions or events).
- Payment/financial information: bank details, card details (if relevant), membership fee payment records.
- Images/photographs: photographs or video of training sessions, matches, club events (for club promotion/social media etc) *if you consent to this.*
- Usage data: e.g., website usage, emails opened/clicked, *if you subscribe to our communications.*
- Other data: such as volunteer or coach qualifications, training records, disciplinary or safeguarding information if applicable.

4. How we use your personal data (purposes)
We will use your personal data for the following purposes:

- To register you as a member, provide membership services (training, matches, events).
- To manage your membership, including processing fees, renewals, cancellations.
- To communicate with you about club matters (training times, events, news, changes).
- To administer training, coaching, match participation, and to ensure the health & safety of members (e.g., using medical/emergency contact data).
- To promote the club and its activities (including photographs/videos on our website/social media) **where you have given consent**.
- To fulfil legal obligations (insurance, safeguarding, regulatory reporting).
- To maintain statistics, club development and operational planning.
- To respond to your enquiries or requests.
- To comply with contractual, legal or regulatory obligations.

5. Legal basis for processing
Under UK GDPR we must have a lawful basis to process your personal data. The main bases we rely on include:

- **Contract**: where you are a member, volunteer or coach of the club and we need to process your data to provide membership services.
- **Legitimate interests**: for running and managing the club, improving services, ensuring safety, communicating with members (provided this does not override your rights and freedoms).
- **Consent**: where we ask for your permission to process certain special categories of data (such as health information) or use photographs/videos for promotional purposes. You can withdraw consent at any time.
- **Legal obligation**: where we have statutory or regulatory obligations (e.g., safeguarding children, tax/financial records, insurance).
- **Vital interests**: in rare cases (for instance in an emergency) where the processing is necessary to protect someone's life.

6. Who we share your data with
We may share your personal data with the following:

- Coaches, volunteers, and club officials who need the information to deliver training, matches or manage your membership.
- Service providers acting as data processors on our behalf (for example membership management systems, payment processors, website hosting, email distributors) we ensure they adhere to data protection standards.
- Third-party organisations where required (for example the national governing body of the sport, league organisers, safeguarding agencies).
- Law enforcement, regulatory, or insurance bodies if required by law.

We will **not** sell your personal data to any third party for marketing purposes.

8. How long we retain your data
We retain your personal data only for as long as necessary for the purposes for which it was collected. For example:

8. Data Retention
Typical retention periods:

Data Type	Retention Period
Membership records	Duration of membership + up to 3 years
Financial records	6 years (HMRC requirement)
Accident/safeguarding reports	Up to 10 years or as required by insurers
Photographs/videos (with consent)	Until consent withdrawn or review every 3 years
Volunteer/coach records	Duration of role + 3 years

Once data is no longer required, we will securely delete or anonymise it.

9. Your rights
Under UK GDPR you have the following rights (subject to certain conditions):

- The right to access your personal data and obtain a copy of it (a Subject Access Request).
- The right to have your personal data corrected if it is inaccurate or incomplete.
- The right to request erasure of your personal data (in certain circumstances).
- The right to restrict or object to the processing of your personal data (in certain circumstances, especially where legitimate interests apply).
- The right to data portability (receive a copy of your data in a format to transfer to another controller).
- The right to withdraw consent at any time (where the lawful basis is consent) without affecting processing done prior to withdrawal.
- The right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe we have processed your data unlawfully.

To exercise any of these rights or make a request, please contact our Data Protection Contact (see below).

10. Security of your data
We have appropriate technical and organisational measures in place to protect your personal data from accidental loss, unauthorised access, disclosure, alteration or destruction. These include:

- Secure access controls, usernames/passwords for club systems.
- Encryption of sensitive data where appropriate.
- Regular backups of electronic records.
- Training of relevant staff/volunteers on data protection.
- Periodic review of our data processing practices.

11. Data breaches

If we become aware of a personal data breach (e.g., unauthorised access, loss or disclosure of data) that is likely to result in a risk to your rights and freedoms, we will notify the Information Commissioner's Office (ICO) within 72 hours where required and inform affected individuals where the breach is likely to lead to a high risk to their rights and freedoms.

12. Cookies and website
When you visit our website, we may use cookies or similar technologies to collect usage information. Please refer to our separate **Cookie Policy** (or the website footer) for further details.

13. Changes to this Privacy Policy
We keep our privacy policy under review and may update it from time to time. The latest version will be published on our website and printed copies will be available on request. We will notify members of any significant changes.

14. Contact details
If you have any questions about this policy or wish to exercise your rights, please contact:
Data Protection Contact: Data Protection Lead Jon Newton
Email: office@falmouthsportsclub.co.uk
Address: Falmouth Sports Club, Western Terrace, Falmouth, TR11 4QJ
Telephone: 01326 311056
If you are unhappy with how we handle your data, you may also contact the Information Commissioner's Office (ICO) at www.ico.org.uk

November 2025
Mike Prosser
Chair of Falmouth Sports Club