



PRIVACY NOTICE

This privacy notice tells you how we use and look after the personal information you give us. This includes the information you provide when you make a booking with us or use our services, the choices you have about our communications with you and the marketing offers you wish to receive. This notice tells you about the privacy rights you have.

WHO WE ARE

1. Your information will be held by PSA Performance Centre.
2. References to “our website” in this Privacy Notice are to www.psaperformancecentre.com
3. You may wish to contact office@psaperformancecentre.com if you have any questions regarding the storage of data.

WHAT THE DATA PROTECTION LAW SAYS

1. PSA Performance Centre can only use the personal information that you share with us if we have a valid lawful reason to do so.

These are the reasons that we use your personal data:

- When we are fulfilling a contract with you (for example, when you are making a booking with us or come to use one of our services)
- When it is our legal duty for business reasons (for example, to keep records of our sales for our accounts)
- When it is our legal duty for operational, health and safety and safeguarding reasons (for example, for our accident reporting procedures and to comply with safeguarding legislation)
- When it is in your vital interests (for example, if we need to share medical or contact information with the emergency services should you have a serious accident whilst playing football or using our services)
- When it is in our legitimate interests (for example, record keeping consistent with operating a leisure business and feedback to help us improve our services)
- When you have consented to it (for example, so that we can send you details of offers or promotions)



What are the PSA Performance Centre Services?

1. We refer to services; we mean the things you can do when you come to the PSA Performance Centre venue or join a league. We offer:

- Football and futsal leagues and tournaments
- A ringer service (players who are available to join teams on an ad-hoc basis) Block and casual booking of pitches
- Pay and play football
- Football Camps Coaching
- Children parties Venue hire for events
- Further onsite activities such as Zorbing and Trampolining as well as Public internet access.
- Education campus activities Corporate events and meetings

WHAT PERSONAL DATA DO WE COLLECT AND WHY?

1. When booking services:

- When you purchase services from us, we ask you for your name, your contact telephone number and your email address. We use your information to manage your booking, handle your enquiries and prepare our sites and staff ready for your booking
- If you pay by credit or debit card, we take that information and pass it to a third-party payment processor to complete the payment. We do not store credit or debit card details in our systems.
- If you choose to pay for an ongoing service by credit or debit card, we use a facility provided by a third-party subscription processor to take those future payments when required.
- When booking Junior Activities:
- We take parent or guardian's contact details of children who attend a junior activity. We take the child's name and date of birth. When you attend we will ask you to supply some medical information about your child. We require this medical information for Health and Safety purposes. We will store your contact details to confirm your booking with us.

2. When attending Junior Activity:

- We take parent or guardian's contact details of children who attend a Junior activity. We take the child's name and date of birth. When you attend we will ask you to supply some medical information about your child. We require this medical information for Health and Safety purposes



3. When applying for a Community membership:

- We take a parent or guardian's contact details of children who are applying for a Community membership. We take the child's name, address, date of birth and a photo. We will store both these contact details in a closed system to confirm your membership with us
- When attending a Community session:
- We ask to see the child's Community membership card before allowing them onto the pitches
- On the card is the child's name, photo, school year and child's postcode. Once this has been verified, we allow them onto the pitches

4. When participating in a PSA Performance Centre League:

- If you join one of our leagues, we use your information to help operate the teams within the league. This includes keeping track of who is in each team, acquiring player contact details, recording who has scored in league games and to enable our referees to report any disciplinary offences to the Football Association (FA) when required by FA rules.

5. When booking a Zorbing activity:

- When you book a Zorbing activity, we take the contact details of the person making the booking.
- Where the booking is for children, we take the parent or guardian's contact details and we take the child's name and date of birth
- When you attend we will ask you to supply medical information about each participant. We require this medical information for Health and Safety purposes. We will store your contact details to confirm your booking with us.

When attending a Zorbing activity:

- When you arrive for your booking, we take the contact details of participants who are attending the activity. We take their name, DOB, phone number and email address, and we take medical information about each participant. We require this information for Health & Safety purposes and the Zorbing disclaimer.

CCTV:

- Our venues have CCTV to help keep you safe on site. There are CCTV notices clearly displayed at the venues. CCTV footage may be passed to law enforcement agencies and used to investigate crimes or anti-social behaviour. CCTV footage is destroyed no later than 30 days provided there have been no reported incidents which require investigation. CCTV footage may be destroyed prior to 30 days dependant on local storage resource availability. If there are incidents requiring investigation the data will be kept for a minimum of 3 years.

IP Address:

- This is a string of numbers unique to your internet connection that is recorded by our web server when you request any page or component on the website. We use this to monitor your usage of the website so that we can check which parts of the website are working the best, and work out how to improve our service to you.



For Marketing Purposes:

- If you tell us you wish to receive details of marketing offers and promotions, you have the right to remove or modify this consent at any point. We make it easy for you to change your preferences by reminding you how every time we contact you.
- If we don't hear from you or you don't book a service after two years, we will remove you from our marketing database.

WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

PSA Performance Centre has its own pitches and venues, but we also use pitches and venues owned by other parties, often local authorities. We will share some of your personal information with these parties when required to do so for Health and Safety reasons.

1. If you take part in a PSA Performance Centre league, PSA Performance Centre will share your name and telephone number with our FA accredited referees. Some of these are independent from us and work for us on contract.

RIGHTS OVER YOUR PERSONAL INFORMATION

By law, you have the following rights:

1. You can ask us what information we hold about you and you can ask us to correct it if it is inaccurate. We will respond to you within 30 days.
2. You can ask us to give you a copy of the information
3. You can ask us to stop using your information if you believe we are not doing so lawfully
4. You can ask us to erase your information provided we do not need to keep it for overriding regulatory, contractual, health and safety purposes, or for our legitimate interests such as defending a personal injury claim
5. If you would like to request a copy of any information that we currently hold about you, please send your contact details including address to: office@psaperformancecentre.com



YOUR RIGHT TO COMPLAIN

- If you have a complaint about our use of your information, please do get in touch with us. Let us know the details of your complaint, plus your contact details including address by writing to us at the address below or by emailing: office@psaperformancecentre.com
- You may also complain to the information commissioner's office about our use of your personal data. You can contact the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

DOCUMENT CONTROL

- This Privacy Notice will be formally reviewed on an annual basis, as a minimum, or if required changes are identified to address one or more of the following:
- A change in business activities, which will or could possibly affect the organisation's ability to fully comply with GDPR and other related data protection requirements.
- A change in the way in which the company manages personal data, or specifically the activities related to data processing which are outsourced to third party data processors.
- A change in data protection regulations or associated legislative requirements related to the use of third party data processors, or the legal bases for their engagement.
- An identified shortcoming in the effectiveness of this Procedure for example as a result of a data breach, Supervisory Authority investigation, formal review or an audit finding.
- The current version of this Procedure, together with its versions, shall be recorded below.

Version Description

1. Date Live 5th April 2018
2. Date Live 24th May 2018
3. Date Live 13th December 2018
4. Date Live 10th January 2019
5. Date Live 4th February 2019
6. Date Live 5th February 2019

