



# HTCFC: Privacy Policy

## *Who we are*

At HTCFC we are committed to maintaining the trust and confidence of our customers and clients. This Privacy Policy outlines when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

## *Types of data we collect*

### **Website Cookies**

Our websites use cookies to collect information. This includes information about pages viewed, products purchased and the customer journey around our websites but does not include any personal or identifiable data.

### **Google Analytics**

When someone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

### **Mailing Lists**

As part of the registration process for our services, including pitch hire, room hire, course and club bookings and any other related business, we collect personal information. We use that information only to keep you up to date with the services we believe to be relevant or appropriate to you, or to contact you if we need to obtain or provide additional information. We do not rent or trade email lists with any business or organisation. We do, however, reserve the right to pass any necessary personal information to a third party to recover any debt owed in the case of non-payment for a service provided to you by us.

On occasion we use a third-party provider, MailChimp, to deliver our relevant e-mailings. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to e-mailings at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing [info@htcfc.co.uk](mailto:info@htcfc.co.uk).

## *Security of personal information*

We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage. We will do our best to protect your personal information but we cannot guarantee the security of your information which is transmitted to our website, applications or services or to other website, applications and services via an internet or similar connection. Any employee processing your personal data will be acting on our instructions, and all data will remain confidential.

All information provided to us is stored in a central database on our password protected server.



## *Data retention*

For tax purposes we are required by law to keep basic information about our customers and contracts for seven years.

Any other personal data not required will be used to carry out our obligations arising from any contracts entered into between you and us to provide services and information as requested.

## *Your legal rights*

You have a number of rights with regards to the personal information that we hold about you. Right of Access, Right to Rectification, Right to Erasure, Right to Data Portability and Right to Restricting processing.

Further information about these rights can be found at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

If you would like to exercise these rights, please email us at [info@htcfc.co.uk](mailto:info@htcfc.co.uk) outlining your specific request.

## *Access to information*

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

## *Changes to our Privacy Policy*

We review our privacy policy regularly and will place any updates on our website and in relevant policy communications