

Cobham Rugby and Sports Association

(and its subsidiary companies) – together “CRSA”

Data privacy policy

We take your privacy very seriously, especially as many of our members are children, are committed to protecting the privacy and security of our members. We also respect the importance of data protection and security on the internet.

This data privacy policy (Policy) explains how Cobham Rugby and Sports Association and its subsidiary companies (Cobham Rugby Football Club Limited and CSA Trading Limited, referred to collectively as “CRSA”, “we” or “us”) treats your personal data in accordance with the key data protection principles, namely that data is:

- processed fairly, lawfully and transparently
- collected for specified, explicit and legitimate purposes
- adequate, relevant and limited
- accurate and, where necessary kept up to date
- kept for no longer than is necessary
- processed in a manner that ensures appropriate security of the personal data.

What this Policy covers

This Policy describes how CRSA makes use of the personal data it collects from its members (including players, coaches, parent members, social members, Vice Principals, first aiders, officers and officials, volunteers etc), employees, clients and donors (collectively referred to as “Individuals”). This extends to the use of the Game Management System (GMS) provided by the Rugby Football Union (RFU). The Policy also describes the RFU’s use of data on GMS.

It also describes your data protection rights, including a right to object to some of the processing which we carry out. More information about your rights, and how to exercise them, is set out in the “What rights do I have?” section.

Reference to “you” or “your” shall also mean “your child/children” or “your child’s/children’s”.

How we collect your personal information

We may collect your personal information:

- directly from you, when you apply to become a member or renew your membership of CRSA, when you make enquiries on a CRSA website, when you provide information via email, by text or any other means with CRSA or a CRSA volunteer (such as a coach, manager, first aider or other volunteer) when you interact with us during your time as a member in various other ways (for example, where you enter a competition, participate on a tour, sign up for a course or lessons)
- from someone else who has applied for membership on your behalf (for example someone with parental responsibility or a family member)
- directly from you when you enquire about, or make, a booking in relation to a business or private event to be held at the premises of CRSA
- from details obtained from you when you make a donation.

The types of information we collect

We collect and process personal data from you or your parent when you join and when we carry out annual renewals of your membership, including:

- your name
- your gender
- your date of birth
- your RFU ID (as assigned in GMS)
- your home address, email address and phone number
- your type of membership and involvement in particular teams, or any key role you may have been allocated, such as Chair, Safeguarding Lead, Membership Secretary etc
- your payment and/or bank account details, where you provide these to pay for membership
- your marketing preferences, including any consents you have given us
- your medical conditions or disability, where you provide this to us with your consent (or your parent's consent) to ensure we are aware of any support we may need to provide to you
- familial relationships with other members.

In addition, the following fields of data are included in GMS, but CRSA does not ask for these and disclosure is not compulsory:

- marital status
- ethnicity
- disability
- occupation

Some information will be generated as part of your involvement with us, in particular data about your performance, involvement in particular matches in match reports and details of any disciplinary issues or incidents you may be involved in on and off the pitch, such as within health and safety records.

For the purposes of employment, and in particular the need for checking your eligibility or ability to work for us, we require your passport and NI details, as well as bank details for paying salaries, and starter information required by HMRC ie student loan, address and contact details.

We may also collect certain information when you volunteer your services to CRSA.

For other Individuals, your name and contact details to enable us to contact you to process your request or possible venue rental or donation, including data required for Gift Aid purposes.

Information we receive from third parties

Sometimes, we receive information about you from third parties. For example, if you are a child, we are likely to be given information about you by your parents.

We may receive information relating to your existing registrations with other clubs or rugby bodies or disciplinary history from the RFU through GMS. Additionally, for certain role holders or those working with children, we may receive information from the Disclosure and Barring Service and RFU on the status of any DBS check you have been required to take.

How we use this information and the legal basis for this use

We process this personal data for the following purposes:

- To fulfil a contract, or take steps linked to a contract: this is relevant where you make a payment for your membership and any merchandise, or to enter a competition, or for hiring a CRSA venue. This includes:
 - taking payments
 - communicating with you
 - providing and arranging the delivery or other provision of products, prizes or services
- As required by us to conduct our business and pursue our legitimate interests, in particular:
 - we will use your information to manage and administer your membership and your involvement in whatever capacity, and to keep in contact with you for these purposes
 - we will also use data to maintain records of our performances and history, including match reports, score lines and team sheets
 - we use CCTV cameras to maintain the security of our premises, and may use this video to investigate incidents at CRSA or its premises
- Where you give us consent:
 - we will send you direct marketing or promotional material by email for and on behalf of CRSA or sponsors.
 - we may handle medical or disability information you or your parent provides to us, to ensure we support you appropriately
 - on other occasions where we ask you for consent, we will use the data for the purpose which we explain at that time
- For purposes which are required by law:
 - we maintain records such as health and safety records, accounting and taxation records in order to meet specific legal requirements
 - we ensure, where you will work with children, that you have undergone an appropriate DBS check – this is also carried out with your consent
 - where you hold a role at CRSA requiring us to check your right to work, we may process information to meet our statutory duties
 - we may respond to requests by government or law enforcement authorities conducting an investigation

How the RFU uses your information

The RFU provides GMS with, but makes its own use of, the following information:

- your name
- your gender
- your date of birth
- your RFU ID (as assigned in GMS)
- your home address, email address and phone number and
- your type of membership and involvement in particular teams at the Club, or any key role you may have been allocated, such as Chair, Safeguarding Lead, Membership Secretary etc.

The RFU uses this information as follows:

- As required by the RFU to conduct its business and pursue its legitimate interests, in particular:
 - communicating with you or about you where necessary to administer Rugby in England, including responding to any questions you send to the RFU about GMS
 - administering and ensuring the eligibility of players, match officials and others involved in English rugby – this may involve the receipt of limited amounts of sensitive data in relation to disabled players, where they are registered for a disabled league or team, or in relation to anti-doping matters
 - maintaining records of the game as played in England, in particular maintaining details of discipline and misconduct
 - monitoring use of GMS, and using this to help it monitor, improve and protect its content and services and investigate any complaints received from you or from others about GMS
 - maintaining statistics and conducting analysis on the make-up of rugby's participants
 - ensuring compliance with the current RFU Rules and Regulations including those on the affiliation of clubs, referee societies, constituent bodies and other rugby bodies, and registration of players and
 - communicating with you to ask for your opinion on RFU initiatives
- For purposes which are required by law:
 - The RFU will ensure, where you will work with children and where this is required, that you have undergone an appropriate DBS check – this is also carried out with your consent
 - The RFU may respond to requests by government or law enforcement authorities conducting an investigation

Withdrawing consent or otherwise objecting to direct marketing

Wherever we rely on your consent, you will always be able to withdraw that consent, although we may have other legal grounds for processing your data for other purposes, such as those set out above. In some cases, we are able to send you direct marketing without your consent, where we rely on our legitimate interests. You have an absolute right to opt-out of direct marketing, or profiling we carry out for direct marketing, at any time. You can do this by following the instructions in the communication where this is an electronic message, or by contacting us using the details set out below in the “**How to get in touch with us or the RFU**” section.

Who we share this data with, where and when

Personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by law or if required for the legal protection of our or the RFU's legitimate interests in compliance with applicable laws.

Personal data will also be shared with third party service providers, who will process it on our behalf for the purposes identified above. Such third parties include:

- the RFU as the provider of GMS
- Clarion Call as the provider of the messenger service
- Xero and BrightPay for accounting and payroll services respectively
- 1&1 as host of the CobhamRugby.com website and email service provider
- contractors engaged to provide events and hospitality items, such as caterers and entertainers.

In addition to sharing data with the RFU, we may share your data with:

- volunteers and employees for the purposes of administering your membership, organising activities and events relating to your membership, and giving you access to what you are entitled to as a member of CRSA
- direct debit administrators for those paying membership by Direct Debit
- sport coaches and any other provider of membership services such as age group managers, head coaches, team captains, first aiders
- other CRSA members for the purposes of sporting administration (such as arranging matches, fixtures, festivals and tournaments, training and coaching sessions, meetings and social events). This may include the use of spreadsheets, apps such as Teamer, and social media.

Some limited information may be shared with other stakeholders in rugby, such as other clubs, Constituent Bodies, referee societies, league organisers, so that they can maintain appropriate records and assist us in organising matches and administering the game.

Your rights

You have the right to **ask us for a copy** of your personal data; to **correct, delete** or **restrict** (stop any active) processing of your personal data; and to **obtain the personal data you provide to us for a contract or with your consent in a structured, machine readable format**.

In addition, you can **object to the processing** of your personal data in some circumstances (in particular, where we don't have to process the data to meet a contractual or other legal requirement, or where we are using the data for direct marketing).

These **rights may be limited**, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests in keeping.

You have the same rights for data held by the RFU for its own purposes on GMS.

To exercise any of these rights, you can get in touch with us – or, as appropriate, the RFU or its data protection officer – using the details set out below. If you have unresolved concerns, you have the **right to complain** to the Information Commissioner's Office.

Much of the information listed above must be provided on a mandatory basis so that we can make the appropriate legal checks and register you as required by RFU Rules and Regulations. We will inform you which information is mandatory when it is collected. Some information is optional, particularly information such as your medical information. If this is not provided, we may not be able to provide you with appropriate assistance, services or support.

How to get in touch with us or the RFU

We hope that we can satisfy queries you may have about the way we process your data. If you have any concerns about how we process your data, or would like to opt out of direct marketing, please contact us via email at dataprivacy@cobhamsports.co.uk or by writing to Data Privacy, Old Surbitonians Memorial Ground, Fairmile Lane, Cobham, Surrey KT11 2BU.

If you have any concerns about how the RFU process your data, you can get in touch at legal@rfu.com or by writing to The Data Protection Officer, Rugby Football Union, Twickenham Stadium, 200 Whitton Road, Twickenham TW2 7BA.

How long we retain your data

We process the majority of your data for as long as you are an active member and for two years after this.

Where we process personal data for marketing purposes or with your consent, we process the data for two unless you ask us to stop, when we will only process the data for a short period after this (to allow us to implement your requests). We also keep a record of the fact that you have asked us not to send you direct marketing or to process your data indefinitely so that we can respect your request in future.

Where we process personal data in connection with performing a contract or for a competition, we keep the data for seven years from your last interaction with us.

We will retain information held to maintain statutory records in line with appropriate statutory requirements or guidance.

The RFU will maintain records of individuals who have registered on GMS, records of DBS checks and the resulting outcomes and other disciplinary matters for such period as is set out in the RFU's privacy notice to be set out on www.englandrugby.com.

Records of your involvement in a particular match, on team sheets, on results pages or in match reports may be held indefinitely both by us and the RFU in order to maintain a record of the game. Your name may also be featured on honours boards and the like in and around the clubhouse and premises.

Summary of how we and the RFU use your data

- CRSA uses your personal data to manage and administer your membership and your involvement with its teams and age groups, social events and fundraising, and to keep in contact with you for these purposes. Your personal data may be shared with other members of CRSA and coaches for these purposes as well.
- Personal data may be used to fulfil any business or personal rental or hospitality contracts.
- Some data is shared with the RFU, who use your data to regulate, develop and manage the game.
- Data is also shared with authorities where required by law.
- Where we or the RFU rely on your consent, such as any consent we seek for email marketing, you can withdraw this consent at any time.
- Amongst the data we collect from you may be medical (including injury) information. We will hold this where you (or your parent) have given consent, so that we can ensure we are aware of your condition and can that you are supported appropriately.
- Where you work in a particular role within the game, you may be required to undergo a Disclosure & Barring Service check using the RFU's eDBS system. The result of this check will be input into your Game Management Service (GMS) record.