

# Data Privacy Policy

This privacy policy explains how Women of Wimbledon Supporters Association (WOWSA) uses personal data.

**WOWSA is the data controller** of this information for the purposes of this policy.

**Personal data** is defined in Data Protection law and is essentially data by which an individual can be identified.

Any changes we make to this privacy policy in the future will be updated here.

Keeping your personal data safe and secure is one of the top priorities of WOWSA and we ensure we give it the respect and security it deserves. This statement makes it easier for you to find out how we use and protect your information.

If you think our policy falls short of your expectations or that we are failing to abide by our policy, please tell us.

## When does this policy apply?

This policy applies to the personal data that WOWSA collects and holds about you when you become a member of WOWSA or when you renew your membership.

## What types of personal data do we hold?

Information we hold about you may include any one or more of the following types of data:

### **Account information:**

When you become a member of WOWSA or renew your membership, goods and/or services, the minimum information we will usually ask you to provide is your **name, email address, contact mail address, telephone numbers, date of birth, diversity data** and ask you to confirm that you meet WOWSA's membership criteria. We may also ask you for additional information depending on the activity, goods or service you are registering to use or purchase.

### **Transactional information:**

When you register or purchase tickets for activities or events, or purchase merchandise and other products from WOWSA and any other official offline sales channels, we will keep a **record of your transaction**, including **what you purchased and when**, and any information you provide to us to fulfil the transaction. This may include your **name, billing information, telephone numbers and delivery address**. Our payment provider is one of the highest security methods available. Our volunteers never have access to your full card details and we will not keep payment card information.

### **Information from you:**

If you contact us (by email, telephone or letter) **we may keep a record of that correspondence**. Your e-mail address is recorded when you send e-mail to us. We shall use it only to correspond with you or otherwise strictly in accordance with your instructions. We shall not under any circumstances divulge your email address to any person who is not a volunteer, or contractor of ours and who does not need to know, either generally or specifically.

### **Information you provide to us in response to a survey:**

We may occasionally contact you to ask for your feedback on WOWSA activities, products, goods and/or services so that we can make them better and more relevant. We may also contact you to ask for your feedback on matters related to the wider interests of WOWSA, including issues related to attendance of matches at AFC Wimbledon.

### **Information you provide to us in connection with WOWSA:**

We periodically contact members of WOWSA to invite them to meetings. All questions that arise at any meeting will be discussed openly and the meeting will seek to find general agreement that everyone present can agree to. If a consensus cannot be reached a vote will be taken and a decision will be made by a simple majority of members present. If the number of votes cast on each side is equal, the chair of the meeting shall have an additional casting vote.

## Where do we hold your information?

The data that we collect from you is stored at a destination inside the UK or EU. It is processed by volunteers operating inside the UK, who volunteer for WOWSA. Such volunteers may be engaged in, among other things, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this storing or processing. We will take all steps to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. You must not share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## For what purposes does WOWSA use your information?

### **Contract performance:**

WOWSA may use account information and transactional information data, as necessary, to **carry out or perform any contract which you may have entered into with us**, including processing membership, contracts for the purchase of event tickets, merchandise and other products. We also use this information to communicate with you and handle your enquiries regarding these contracts. If you order WOWSA activities, goods, products or services for another person (for example, membership or event tickets for family or friends) we may ask you for their personal information and we will use this to provide the services you have ordered. Please ensure that you have their permission before providing this information to WOWSA.

### **Diversity monitoring:**

We regularly capture responses to diversity data via a questionnaire and use the data to provide a wider understanding of our current membership. This helps us to gain a better understanding of the policies and processes of WOWSA, and how that reflects the wider fanbase and community along with the wider footballing environment. It allows us to inform our equality, diversity and inclusion improvement work. Collecting this data allows us to use it to inform and understand the diversity of our current membership,

### **For recruitment:**

If you apply for a volunteer position and/or office or job with WOWSA we may use your information for the purposes of recruitment and selection, corresponding with you and equal opportunities monitoring.

### **Legal obligations:**

WOWSA retains records of all of its financial transactions with you in order to comply with its legal obligations to maintain adequate accounting records. WOWSA may use (and disclose) the information it

holds about you in order to comply with any investigative demand, court order or a request for cooperation from a law enforcement or other government agency.

**Marketing with your consent:**

If you consent to it, WOWSA may contact you with **news and offers from WOWSA and its official sponsors and partners** which we think may be of interest to you. You have the right to withdraw your consent at any time. If you would like to unsubscribe, please **log into your online account [www.membermojo.co.uk/wowsa](http://www.membermojo.co.uk/wowsa) and change your preferences or contact the Membership Secretary by email [womenofwimbledon@gmail.com](mailto:womenofwimbledon@gmail.com).**

**For other legitimate purposes:**

WOWSA analyses information it holds about you to **identify trends and preferences and to get a more informed picture** of how WOWSA members and non-members are using its products and services. WOWSA does this to make better strategic decisions about WOWSA, its activities, and its products and services so that it can improve the way it markets and provides products to you as an individual and to WOWSA's membership and client base generally, in particular by delivering content and services which are customised and relevant. WOWSA may also use online usage information to administer and improve the function and content of WOWSA website(s) including to ensure that content is presented in the most effective manner for you and your device and browser, to allow you to participate in interactive features when you choose to do so and to keep our online services safe and secure. See our website Privacy Policy for more information around 'how we use cookies'.

## To whom, and in what circumstances, would WOWSA disclose your information?

**To sponsors and partners:**

WOWSA does not sell, rent or share your personal identifiable data with our sponsors and partners, but we may:

1. share aggregate/anonymised information which is based on this information with AFC Wimbledon, existing or potential sponsors and partners
2. if you have consented to the same, send you information about the products and services of our existing partners in our marketing communications.

**To WOWSA suppliers and sub-contractors:**

WOWSA may share your information with appointed suppliers and sub-contractors from time-to-time in order that they can process it on WOWSA's behalf for the purposes set out in this privacy policy. For example, payment processing, mailing services and hosting service providers. However, where we do so we will put in place suitable measures in order to protect your information. These third parties may include:

1. Online membership management software providers
2. IT service providers (such as hosting providers)
3. Web based email services
4. Delivery services
5. Analytics and search engine providers
6. Payment processing companies.

**For legal reasons:**

WOWSA may also disclose the information it holds about you to those persons that have a reasonable need to know such information, if it believes in good faith that this is necessary to:

1. Establish, exercise or enforce its legal rights, including contractual rights
2. Defend itself against a legal claim
3. Report or prevent a crime
4. Prevent harm to any individual or any property (including intellectual property, for example if you misuse images or videos or any other content WOWSA makes available to you)

5. Prevent fraud (for example, payment card fraud) or for credit risk reduction.

## How long do we keep your information?

WOWSA will keep your information **for as long as necessary for us to fulfil its obligations that we describe in this policy**. As a general rule it will keep:

- Its financial transactions with you for six years in order to comply with its obligations to maintain adequate accounting records
- Its contracts with you for ten years so that it has appropriate evidence in place if there is a claim for breach of contract made within the statutory limitation periods
- Applications for a volunteer role for up to 1 year in case other suitable opportunities arise
- Any market research we have undertaken (and which is not appended to your user account) for 3 years

If any information falls into more than one category then the longer storage period will apply.

## What are your rights?

You have several rights under applicable data protection laws, which we have summarised below.

To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

These rights can be exercised by contacting WOWSA using the details given below in this policy.

You have the right to:

- Ask us not to process your personal data for direct marketing purposes
- Request access to personal information held about you and a copy of it
- Obtain, without undue delay, the rectification of inaccurate or incomplete personal data
- Obtain, without undue delay, erasure of your personal data in certain circumstances, for example if WOWSA processing of your personal data is no longer necessary for the purpose for which we collected it
- Restrict the processing of your personal data in certain circumstances rather than having it erased;
- Object to the processing of, personal data in certain circumstances, for example, where WOWSA processes personal data for legitimate purposes but you do not feel that your interests or fundamental rights and freedoms have been protected;
- Be informed about any use of your personal data to make automated decisions about you, and to obtain meaningful information about the logic involved, as well as the significance and the envisaged consequences of this processing
- Lodge a complaint about the way in which your personal data is being used to a supervisory authority.

## Children

We appreciate that many children have access to the Internet and are fans of football and/or sport generally. We would therefore ask that parents and guardians supervise their children when they are online and that children under 14 do not join and children under 18 do not submit personal information or content to WOWSA, make purchases of WOWSA activities, goods, products or services, or take part in WOWSA promotions or competitions, without the consent of their parent or guardian.

We encourage children under 18 to consult with their parent or legal guardians before submitting or requesting any content or information to/from us. Any users of our online services who indicate they are under 18 will be asked for contact details of their parent/legal guardian so we can verify legal consent.

We will not pass on personal information to third parties for commercial purposes.

## How we use cookies

Please refer to our website Privacy Policy.

# How you can contact us

This policy has been compiled to comply with the Data Protection Act 2018 as far as we are aware and from directives currently available from the Information Commissioner's Office as at the date stated at the end of this policy.

Should you wish to contact WOWSA about this policy or any of the legal rights outlined in it, you can email [womenofwimbledon@gmail.com](mailto:womenofwimbledon@gmail.com).