

## ALL STARS CRICKET BOOKING SYSTEM

### Privacy Policy

last updated 21<sup>st</sup> February 2018

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#### ABOUT US

This website (**Website**) is operated by England and Wales Cricket Board Limited (the **ECB**), the UK governing body for cricket as part of its network of sites.

Unless stated otherwise, the ECB is the data controller in respect of all personal data collected on this Website which means that we are responsible for ensuring that we do so in full compliance with data protection and all other related privacy laws.

This Privacy Policy explains what information is collected about you, how it is used, and the steps taken to ensure that it is kept secure. We also explain your rights and how to contact us.

#### [Links to other websites](#)

Please note, this Website may contains links to other websites that are not controlled by us. These links are provided for your convenience. We are only responsible for our own privacy practices and our security of this Website. We recommend that you check the privacy and security policies and procedures of each and every other website that you visit.

#### CHILDREN

If you are under 16, you will either need to ask your parent or guardian to register you for an All Stars Cricket session or will need the permission of your parent or guardian before the booking for you can be made. We may require your parent or guardian to confirm that they have given permission. We may ask for their contact details so that we can check that they have done so and may carry out checks to confirm that the details you have given us are correct.

We normally only send newsletters and offers and opportunities to those under 16 where their parent or guardian has given consent to them being sent. Parents or guardians of those under 16 can change their mind at any time (see '**Newsletters, Offers and Opportunities**' below).

#### THE INFORMATION WE COLLECT and ITS SOURCES

In order to provide the All Stars Cricket service, we will obtain details including:

- **contact details** of those booking All Star Cricket sessions and those for each child who will attend the session
- **date of birth** for example, where the service you require has age related restrictions or for verification purposes

- **support information** other information that is relevant to parent / guardian / child's needs such as any allergy information or treatment that may need to be given to help the child at the session
- **kit sizes**
- **gender / disability / ethnicity information**
- **feedback** we receive and your interest in All Stars Cricket

The information will be obtained from this Website, telephone conversations, emails and written and verbal communications and from records of the session.

We may supplement the information that you provide with other information that we obtain from our dealings with you (such as other events you or someone you book for have attended, achievements in cricket and details from other ECB services you use or have used such as Play-Cricket) or which we receive from other organisations, such as the All Stars Cricket centres you book with.

### Information about other people

If you provide information to us about any person other than yourself, you must ensure that they understand how their information will be used and that you are authorised to disclose it to us, and to consent to its use on their behalf, before doing so.

### IP addresses

In order to understand how users use this Website and our services, we may collect your Internet Protocol addresses (also known as IP addresses). Your IP address is a unique address that computer devices (such as PCs, tablets and smartphones) use to identify themselves and in order to communicate with other devices in the network.

### Cookies

In common with many other website operators, we may use standard technology called 'cookies' on this Website. Cookies are small pieces of information that are stored by your browser on your computer's hard drive and they are used to record how you navigate this Website on each visit.

Our cookies are used to enable us to develop our Website and to enable you to properly navigate it. We use cookies to collect personal information to enable us to reflect our users interests and by noting who has seen which pages, properties and advertisements (including click through from emails), how frequently particular pages are visited and to enable us to determine the most popular areas of this Website. We may use cookies to enrich your experience of using this Website by allowing us to tailor what you see to what we have learned about your preferences during your visits to this Website. Sometimes we may use services of third parties and they may use cookies on our behalf in order to provide their services.

The cookies we use on this Website can be found at [www.ecb.co.uk/cookies](http://www.ecb.co.uk/cookies)

You may also get cookies (including Flash cookies) from our advertisers if you click on their links or adverts. You should check their privacy and security policies to understand how they use these.

## Preventing use of cookies

Most browsers automatically accept cookies, but you can usually change your browser to prevent cookies being stored. With experience, you can usually choose to switch off all cookies or to allow only certain 'trusted' sites to place cookies.

For further information on cookies and Flash cookies and how to switch them off see the Information Commissioner's website at [www.ico.gov.uk](http://www.ico.gov.uk) or visit [www.allaboutcookies.org](http://www.allaboutcookies.org) or [www.aboutcookies.org](http://www.aboutcookies.org).

PLEASE NOTE, IF YOU DO TURN COOKIES OFF, THIS WILL LIMIT THE SERVICE THAT WE ARE ABLE TO PROVIDE TO YOU AND MAY AFFECT YOUR USER EXPERIENCE

## HOW WE WILL USE YOUR INFORMATION

All personal information that we obtain about you and/or any other person whose details you provide will be recorded, used, and protected by us in accordance with current data protection legislation, our [Terms and Conditions](#) and this Privacy Policy. We will primarily use the personal information:

- for registration and general administration (including verification and security checking)
- to provide the goods and services you request from us
- to communicate with you in the event that any goods or services requested are unavailable or if there is a query or problem with your requests
- for record keeping purposes
- to ensure appropriate certificates are prepared at the end of the sessions
- to carry out market research so that we can improve the goods and services we offer
- for research purposes and to enable us to understand requirements and develop cricket related courses and other services
- to keep under review equal opportunities within cricket or ethnicity information to enable us to monitor and ensure compliance with anti-discrimination policies or to comply with our obligations to Sport England
- to track and analyse activity on this Website
- to create an individual profile for you so that we can enhance your user experience, to understand and respect your preferences and to provide newsletters and details of relevant offers and opportunities where you have agreed to receive them

## Consent and lawful processing of personal data

The legal basis for the collection and processing of your personal data is:

- **for administration and programme delivery:** that it is necessary to fulfil the contract that you are going to enter into or have entered into with us
- **for dealing with medical needs:** that you have given your explicit consent
- **for direct marketing:** that you have given your consent
- **for equality and inclusion:** that you have given your explicit consent by answering the question

- **in all other cases:** that it is necessary for our legitimate interests which are to build a programme to encourage participation in cricket and this does not prejudice or harm rights and freedoms of parents / guardians or the children that join the programme.

### Disclosing your personal information

In order to provide our products and services, we may, occasionally, appoint other organisations to carry out some of the processing activities on our behalf. These may include, for example, technology hosts, printing companies and mailing houses. In these circumstances, we will ensure that personal information is properly protected and that it is only used in accordance with this Privacy Policy.

### Club and instructor use of your personal information

In order to provide and administer courses and events, we will provide relevant details to the All Stars Cricket centre running your session. Instructors will also be provided with contact details for each person who is booked for one of their courses / events and also the details of the attendee (if different) and any special needs or medical information that it is important for them to know. We only permit instructors to use this information to deal with the administration of the course or event and any medical support purpose. They are not permitted to use it for any other purpose.

### Payment information

The payment card information you provide will only be available to the payment provider (currently Stripe). This will not be available to the ECB, the All Stars Cricket centre or the instructor.

## INVITATIONS, NEWSLETTERS, OFFERS AND OPPORTUNITIES

We would like to contact you and/or any person whose information you provide to us to invite you to enjoy other products and services (where you have agreed to us sending an invitation), to provide newsletters and to tell you and/or them about offers and opportunities that are available and about a range of other initiatives in a number of ways, including by text message or by email. Details of how to opt-in to or opt-out of receiving newsletters and details of offers are on relevant pages of this Website, in relevant forms you complete and/or in the electronic message you receive.

### Preferences / Subscribe / Unsubscribe

You and any other person whose information you have provided to us can change your/their mind about whether you wish to receive details of offers and opportunities at any time by using any of the methods shown below (see the section '**How to contact us**' below) or by following the instructions with each offer you/they receive.

## SECURITY

We take the security of personal information seriously. We employ security technology, including firewalls, and Secure Socket Layers to safeguard information and have procedures in place to ensure that our paper and computer systems and databases are protected against unauthorised disclosure, use, loss and damage.

We only use third party service providers where we are satisfied that they provide adequate security for your personal data.

## MONITORING

We may monitor or record telephone calls for security purposes and to improve the quality of the services we provide to you.

## DATA RETENTION

We will normally keep your personal data for two years. If, after this point, you have not taken up any further services, we will keep only minimal personal data about who has been booked on / attended each All Stars Cricket session, an outline of any incidents at the sessions and any preferences or consents.

We expect to contact you at least every two years to ensure you are still happy to hear from us according to the preferences you have provided to us.

## USE OF YOUR INFORMATION OUTSIDE OF EUROPE

We do not currently transfer personal data outside of the United Kingdom or the European Economic Area. If this changes and we do need to transfer your personal data to other territories, we will take proper steps to ensure that it is protected in accordance with this Privacy Policy and applicable privacy laws.

## CHANGES TO THIS PRIVACY POLICY

Privacy laws and practice are constantly developing and we aim to meet high standards. Our policies and procedures are, therefore, under continual review. We may, from time to time, update our security and privacy policies. If we want to make any significant changes in how we will use your personal data we will contact you directly and, if required, seek your consent.

We will ensure our Website has our most up to date policy and suggest that you check this page periodically to review our latest version.

## UPDATING AND CORRECTING INFORMATION

You may update or correct your personal information online in relevant membership areas or by contacting us in writing or by email (see the section '**How to contact us**' below). Please include your name, address and/or email address when you contact us as this helps us to ensure that we accept amendments only from the correct person. We encourage you to promptly update your personal information if it changes.

If you are providing updates or corrections about another person, we may require you to provide us with proof that you are authorised to provide that information to us.

## YOUR RIGHTS

You have a number of legal rights in respect of your personal data. These include:

- **access.** The right to receive a copy of the personal data that we hold about you. The same right applies to any other person whose personal data you provide to us. We will require proof of identity and proof of authority if the request comes from someone other than the person whose data we are asked to provide.

This will ensure we only provide information to the correct person. We normally expect to respond to requests within 28 days of receiving them.

- **withdraw consent to direct marketing.** You can exercise this right at any time and can update your preferences yourself or ask us to do it for you. See section '**Updating and correcting your personal data**' above for details.
- **withdraw consent to other processing.** Where the only legal basis for our processing your personal data is that we have your consent to do so, you may withdraw your consent to that processing at any time and we will have to stop processing your personal data. Please note, this will only affect a new activity and does not mean that processing carried out before you withdrew your consent is unlawful.
- **rectification.** If you consider any of your personal data is inaccurate, you can correct it yourself or ask us to do it for you (see section '**Updating and correcting your personal data**' above for details).
- **restriction.** In limited circumstances you may be able to require us to restrict our processing of your personal data. For example, if you consider what we hold is inaccurate and we disagree, the processing may be restricted until the accuracy has been verified.

## HOW TO CONTACT US

<b>Email</b>	privacy@ecb.co.uk
<b>Mail</b>	Data Protection Officer England and Wales Cricket Board Limited Lord's Cricket Ground London NW8 8QZ
<b>Phone</b>	020 7432 1200
<b>Data Protection Executive</b>	privacy@ecb.co.uk