



CAMBRIDGESHIRE COUNTY CRICKET CLUB

GDPR and Privacy Notice

Data Protection Privacy notice - Cambridgeshire County Cricket Club (CCCC) – Updated 1st July 2024

We have updated our Privacy Notice to reflect changes we have made as part of our ongoing commitment to be transparent about how we use your data and keep it safe. We have included the standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR) and further changes will be updated in line with any new recommendations by the UK Regulator, the Information Commissioner.

Who are we?

Cambridgeshire County Cricket Club (CCCC) is registered as a data controller under the Data Protection Act and is responsible for controlling how your personal data is used. You can contact the **'Data Protection Officer'** by email or by writing to the address at the end of this notice.

We collect and process personal information about you. We process and hold your information in order to provide cricket services. This notice explains how we use and share your information. Information may be collected on paper or online form, by telephone, email, or by a member of our staff, or one of our partners.

We will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law. When such changes occur, we will revise the 'last updated' date on this document.

What personal information we obtain.

You may provide us with or we may obtain **personal information** about you, such as information regarding your:

- personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers;
- date of birth;
- gender;
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- Details you provide about your experience in the sport and your interests in getting further involved in the sport;
- any feedback you provide in a survey;
- records of your attendance at any events, competitions or workshops delivered by us or our sports partners;
- images in video and/or photographic form and voice recordings;

- any payment or bank details you provide so that we can receive payments from you or you can receive funding from us and details of the financial transactions with you;
- use of and movements through our online portal, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information;
- any funding application details; and
- your marketing preferences so that we know whether and how we should contact you.

We may also collect, store and use the following “**special categories**” of more sensitive personal information regarding you:

- information about your race or ethnicity and religious beliefs;
- information about your health, including any medical condition, health and sickness records, medical records and health professional information;

We may not collect all of the above types of special category personal information about you. In relation to special category personal data that we do process we do so on the basis that:

- it is necessary for the establishment, exercise or defence of legal claims;
- it is necessary for the purposes of carrying out the obligations and exercising our or your rights in the field of employment and social security and social protection law; or
- based on your explicit consent.

Why we collect information about you.

We need to collect and hold information about you, in order to:

- Understand your needs and to provide the services that you request (such as Cricket Centre Bookings, Holiday Camps, League affiliation and for County Age Group Matches and training)
- Communicate to you about the cricket services that you have signed up to
- Contact you by post, email or telephone
- Obtain your opinion about our services
- Update your customer record
- Help us to build up a picture of how we are performing at delivering services to you and what services the people of Cambridgeshire need
- Allow us to undertake statutory functions efficiently and effectively
- Make sure we meet our statutory obligations

We may not be able to provide you with a product or service unless we have enough information, or your permission to use that information.

How we use your information

We will use the information you provide in a manner that conforms to the Data Protection legislation. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information has to be kept.

In general, we process your information for the following purposes:

- for the service you requested, and to monitor and improve the Service’s performance in responding to your request

- to allow us to be able to communicate and provide services and benefits appropriate to your needs
- to ensure that we meet our legal obligations
- where necessary for the law enforcement functions
- to process financial transactions including grants, payments and benefit
- to collect monies owed to us
- to allow the statistical analysis of data so we can plan the provision of services

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or because of a legal requirement, and it will only do so, where possible, after we have ensured that sufficient steps have been taken to protect the personal data by the recipient. We do not sell your information to any organisation.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk. You will be told about this.

Information Sharing

We may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely and use them only to fulfil your request. If we wish to pass your sensitive or confidential information onto a third party, we will only do so once we have obtained your consent, unless we are legally required to do so.

We may disclose information to other partners where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act, e.g.. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

Where we need to disclose sensitive or confidential information such as medical details to other partners, we will do so only with your prior explicit consent or where we are legally required to.

We may disclose information when necessary to prevent risk of harm to an individual.

At no time will your information be passed to organisations external to us and our partners, for marketing or sales purposes or for any commercial use without your prior express consent.

We will provide further information of what information is shared with other organisations on data collection forms, service specific privacy notices and sharing agreements.

How long your information will be held

We will not keep your information any longer than needed to provide the services you require. We may keep your data longer if we need to retain it for legal, regulatory or best practice reasons. We will tell you in our service specific privacy notices of the retention period that applies.

How we protect your information

Our aim is not to be intrusive, and we will not ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to make sure it cannot be seen, accessed or disclosed to anyone who should not see it. We have a series of Governance and Operational policies that include a Data Protection and Privacy Policy and a set of Information Security policies. These define our commitments and responsibilities to your privacy and cover a

range of information and technology security areas. We provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly. CCCC employees, contractors, directors, officials, coaches, managers and volunteers may hold additional information about your participation in local activities. We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of paper records or delete any electronic personal information in a secure way.

Your information rights

You have the right to request that CCCC stop processing your personal data in relation to any service it provides. However, this may cause delays or prevent us delivering a service to you. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement.

We try to ensure that any information we hold about you is correct. There may be situations where you find the information we hold is no longer accurate and you have the right to have this corrected. Please contact the relevant team or team member holding your information. You are legally entitled to request access to any information about you that we hold, and a copy using the subject access request. For more information, please go to

Your right of access | ICO

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To obtain a copy, please write to Cambridgeshire County Cricket Club. We aim to reply as promptly as we can and, in any case, within the legal maximum of 30 days.

Contact Information

If you would like to discuss anything in this privacy notice, please contact:
Cambridgeshire County Cricket Club
6 Sudeley Grove
Hardwick
Cambridge
CB23 7XS

How to complain

If you wish to complain about your personal data privacy or information rights please contact the service in the first instance or visit the Council's web page – Listening and Learning: Compliments, comments and complaints

If you wish to raise the matter directly with the Data Protection Officer, use the contact details above.

Information Commissioner

If you have concerns about the use of your personal data, the Information Commissioners Office is an independent body set up to uphold information rights in the UK. They can be contacted through their website: www.ico.org.uk or their helpline on 0303 123 1113, or in writing to:

Information Commissioner's Office

Wycliffe House,
Water Lane,
Wilmslow, Cheshire
SK9 5AF