



Privacy Policy

Privacy Policy

Your privacy is extremely important to Livingston Cricket Club Limited (LCC) and we are fully committed to providing you with clear and transparent information about how we use your personal information. We value the trust you give us when sharing your personal information. We will ensure robust measures are in place to keep your information secure and will only use it for the purposes outlined in this policy.

About us

Livingston Cricket Club is a sporting and social club supporting adult and junior cricket development in West Lothian and providing a community hub for social members and other community groups.

Membership

Livingston Cricket Club collects membership information on you using paper membership forms and then transfers this information to the Livingston Cricket Club database

Once you join Livingston Cricket Club we will not make use of your data for any other purpose except in the following circumstances:

- If you take part in any Cricket Scotland competitions or events (subject to meeting any required entry requirements)
- If you hold or are working towards a coaching qualification or education licence. In these circumstances, we work to support LCC members to maintain or work towards new qualifications/awards and their coaching licence. Together we maintain a register of existing qualifications and awards and licensed members. We will also maintain your individual progress record when you are working towards a new qualification as well as provide you with access to the information and services you need to achieve and maintain your qualifications and coaching license.

This privacy policy explains:

- What information we collect about you;
- How we use your information for contractual purposes;
- How we use information about you for legitimate purposes;
- How we use your information for statistical purposes;
- Other lawful reasons for using information about you;
- Other processing activities;
- Why we share information about you;
- Marketing; and
- Your rights in respect of your personal information.

What information we collect about you

When you register as a Livingston Cricket Club member or renew your membership (or you register or renew on behalf of a child), we need to collect information about you. Some of this information is essential for us to provide your membership but it is your choice whether you provide all the information we have requested. Not providing information may affect our ability to provide all the benefits of membership to you.

- Your name (and the name of the member if they are under 16) and preferred title;
- Date of birth and gender.
- Contact details (telephone, email and postal address);
- Payment and transactional information (if you are paying for your own membership). We do not store any credit/debit card details; and

We may also collect the following other information about you:

- Records of communications from, to or relating to you;
- Accident or incident reports;

- Details of cricket qualifications/awards you hold, training you have completed and coaching Licence records; and
- Details of PVG certification (if required based on your role).

How we use your information for contractual purposes

When you register as a member of LCC, we need to use your personal information to provide the services to which you have subscribed. We will use your information to provide you with our core member services and other membership services that you request. We will normally send any essential membership service messages by email. Any communications will be relevant, timely and not excessive. We are not required to share any information about you with our insurers unless you make a claim or are a named party in an accident or incident that gives rise to a claim.

How we use information about you for legitimate purposes

We process personal information about you where we have a legitimate interest to do so. In some cases, this may require us to collect additional information from you or from other sources.

The purposes include:

- To respond to your questions and support needs you raise in person or by telephone, email or letter or via our website;
- To monitor effectiveness of our communications and IT systems. We also use your IP address to analyse the number of users who are accessing the LCC website at any one time. This information helps us to make improvements to our systems and communications. We would not normally use IP addresses to identify individuals except if this is deemed to be necessary to investigate problems or potential misuse of the system;
- To provide and promote cricket competition. If you have registered as a player and have agreed to enter into a competition, we will use your personal information to confirm you have been entered into the correct category and to enable you to participate in the event. Some competitions are large events where filming and photography will be taking place. The results of LCC matches are published on our website;
- To understand member needs and to monitor the nature and level of participation in the sport to help develop our services and for funding purposes. We need to understand how our members engage in the sport to help develop and monitor our strategy. We receive funding support from sportsScotland and others to support the delivery of participation. We must provide information to these funding partners to demonstrate we have achieved the agreed targets. Generally, information is provided in an anonymised format;
- To invite you to participate in LCC research. On occasion, we invite our members to participate in research to help us understand your views and needs and to develop our services. On occasion, we ask external research companies to carry out this research on our behalf. You may be contacted by email inviting you to participate;
- To invite you to tutor, examine, coach, umpire, train or officiate at relevant LCC events in line with your qualifications/awards/performance;
- To verify that you have completed any mandatory training and suitability checks relevant to the role you undertake. If you undertake a role in LCC where you are required to complete safeguarding training, we maintain a record of your results, date of completion and when you need to refresh this training. We also maintain a record of any other training and professional development you have completed under LCC. If you are required to complete a PVG (Protection of Vulnerable Groups (Scotland) Act 2007), we will receive your PVG certification which provides a certificate number, PVG scheme membership number, date of issue and any relevant information. If the certificate is not clear, we will collect references and any other relevant information concerned to enable a risk assessment and informed decision about your suitability to work or volunteer in a regulated role with children. LCC is responsible for ensuring the information you provide is used in accordance with the law; and
- To respond to complaints, concerns or allegations about anyone involved in the delivery of cricket activity. When we receive a complaint, concern or allegation, we create a case file containing the details of the matter raised. Case files are held securely and are not accessible on your membership record, particularly as the file normally contains not only the identity of the complainant but also other individuals involved in the complaint and other relevant non-personal information.

We will only use the personal information we collect to investigate and respond to the case and to monitor the service we provide. We usually need to share the complainant's identity with whoever the complaint is about and in many cases, this will be clear from other details provided in the complaint. If a complainant does not want information identifying him or her to be disclosed, we will try to proceed but it is often not possible to handle a complaint on an anonymous basis.

Where a complaint is extremely serious, we may need to suspend membership of the person under investigation pending the outcome of enquiries. This information will be restricted and only shared on a 'need to know' basis. These proceedings are normally held in private but we may publish the outcome of proceedings where there is a legitimate interest that overrides the interests of the individual in keeping the outcome private.

You have the right to object to any of the processing we undertake based on legitimate interests. An objections form is available at the bottom of the page. Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

Other lawful reasons for using information about you

We may need to process information about you to comply with a legal or statutory obligation. This includes but is not limited to:

- As part of our response to any accident or incident in a LCC regulated environment;
- Accounting, auditing, compliance and administration practices including provision of data to the Scottish Government, SportScotland and Cricket Scotland; and
- To maintain records of amendments to consents and to create suppression lists to ensure people who object to processing are excluded from the relevant processing activity.

We may also need to use information about you relating to the above activities to exercise or defend legal claims.

Other processing activities

We undertake some other activities and offer a range of additional services to members. We may need to collect additional information about you as part of these activities and services. They include:

- Competitions and events;
- Performance programmes, camps and clinics;
- Disability classification;
- Coaching and umpiring qualifications;

Additional notices about the information about you that we collect and how we will use it will be provided to you at the point that you are invited to participate in, register for or access any of the above activities or services.

Why we share information about you

We will not share any other information you have provided without your agreement. You have the right to object to any of the above sharing of your information which we do so on legitimate interest grounds. Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

Other reasons we share information about you

We may also need to share limited personal information with the following organisations where it is necessary to provide the services you have requested or where we are required or authorised to do so by law.

Statutory/regulatory authorities and other organisations – On occasion, it may be necessary to share information with bodies such as the Health & Safety Executive (HSE), Information Commissioner's Office (ICO), Disclosure Scotland and the Police or Social Services. We may also share information with other relevant organisations to safeguard children. Any information that is shared will be strictly limited to what is required to ensure children are protected from harm and will be carried out in accordance with the law and relevant government guidance.

Professional and legal advisors – External Service providers who are contracted to provide specific services on behalf of LCC. We may use the services of a third-party provider to help us in certain areas. For example, we may use third-party providers include electronic communications, printing and fulfilment, club support services, photography and filming, and market research. In some cases, we may be required to share your personal information, such as your contact details with the external provider. We limit the personal data we share to the minimum required to provide the service and the provider will only be able to use personal data for the specific purposes for which it was shared.

Marketing

With your consent, we will use your email address to send you the latest news and information about Livingston Cricket Club we believe may be of interest to you. By looking at your participation profile as well as any additional information which you have agreed can be shared with LCC, we can identify news, offers and services that are most likely to be most relevant and will meet your needs as a member.

When we send you marketing communications, we monitor whether you have opened the communication and clicked on any included links. This will enable us to track and analyse your level of engagement/interest in the communication we are sending you and will provide us with further insight on what type of communications are most of interest to you.

If you agree to any of the above marketing, and later change your mind, you can opt out at any point, by using the 'unsubscribe' link at the end of the electronic communication but please note this will unsubscribe you from all marketing communications.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Your rights in respect of your personal information

Accessing your personal information – You have the right to see the personal information we hold about you. This is called a Data Subject Access Request (DSAR). You can log in to your account at any time to view the information we hold about you on your membership account. You can also request a copy of any other personal information that we hold by writing to us at the address below. Alternatively, if you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If you wish, you can make your request using the LCC DSAR form at the bottom of the page.

If we do hold information about you, we will:

- Describe the information we hold and tell you why we are holding it;
- Tell you who it could be shared with; and
- Provide you with a copy of the requested information in an easy-to-understand format.

Rectification and erasure

If we do hold information about you, you can ask us to correct or amend any inaccurate or incomplete information by contacting us in writing at the address below. We will either make the requested amendments or provide an explanation as to why we are not making changes. You can also log in at any point to amend or delete information held in your membership account that has changed or is no longer accurate.

Retention

We will retain your personal data only as necessary to provide the services to which you have subscribed. At your request or if you do not renew your membership within two years, unless you ask us not to, we will delete any information that we no longer have a legitimate reason to retain. We may need to retain other information to comply with legal or statutory requirements. As the reason for retaining certain types of information varies, the retention periods can vary significantly. Please contact us directly if you require further information on specific retention periods.

Changes to the privacy policy

We keep our privacy notices under regular review. This privacy notice was last updated on 30 March 2018.

How to contact us

If you want to request information about our privacy policy or have any questions or concerns about your personal data, you can email or write to us at:

Livingston Cricket Club Ltd, 10a Murieston Valley, Livingston, West Lothian EH54 9HB.

Email: contact@livingstoncricketclub.co.uk

How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact club secretary using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision.
The Information Commissioner can be contacted at: -

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

www.ico.org.uk

Policy Updated – April 2018