

## INTRODUCTION

This privacy policy sets out how we use and protect any information that you give to us when you visit our website, fill out forms with your details or submit your data to us in any other form.

We are committed to ensuring that your privacy is protected. Should you submit your data to us in any form then you can be assured that it will only be used in accordance with this privacy statement.

In regard to the website and its associated marketing activities Total Sports Franchising and all its Franchisee Companies manage the customer data and are fully compliant with GDPR regulations.

Your privacy is of the highest importance to us, we will never release your information to any third party without your express consent.

When you fill out information on our website or any of our other materials we collect certain personal information from you. For example your name, address, email etc (more details below).

All information is kept on a password protected spreadsheet on a password protected computer. Total Sports Franchising and all its Franchisee Companies complies fully with all applicable Data Protection and consumer regulations and will treat your personal information as confidential. We may change this policy time to time by updating this page and will notify you accordingly. This policy is effective from 5<sup>th</sup> August 2020

## INFORMATION WE COLLECT

We may collect and store the following information:

- Name and Surname (Parents and Players)
- Date of Birth
- IP Address
- Dates you accessed our pages/website/forms
- Gender
- Address and Postcode
- School Year (if applicable)
- Sessions you have attended with us
- Email Address
- Medical Conditions and Medication Required
- How you heard about us
- Telephone Numbers
- Your payment methods
- Other clubs/organisations/sessions you attend

## WHAT WE DO WITH THE INFORMATION WE COLLECT

There are a variety of reasons we require the information that we collect:

- Internal record keeping
- To improve our products and services
- To identify what products and services customers are demanding
- To process any orders you have submitted
- Dealing with entries into competitions
- Seek your views and comments on services we provide, the reasons you attend them and how you heard about them.
- To measure the success of our marketing campaigns
- To notify you of any changes to our services
- To send you communications which you have requested and may be of interest to you
- To send promotional emails about products and services we are offering
- We may contact you for marketing research purposes
- We may use your information to adapt and customise our products/services/website and general running of the business to more suit your needs.

We will hold your information on our system until you ask us to remove your information.

You have a choice about whether you receive information from us. If you do not to receive direct marketing communications from us about our products and services, then you can select your choices by ticking the relevant boxes situated on the form we use to collect your information.

To opt out of receiving our emails and to ask us to remove your personal information please email us directly at [data@tscoaching.co.uk](mailto:data@tscoaching.co.uk) to do so.

To remove yourself from a whatsapp or text message marketing please reply to the latest message with the word stop or contact to the marketing phone you receive messages from.

## SHARING YOUR DATA WITH THIRD PARTIES

We will not sell or rent your personal information to any third parties.

All data that is collected by Total Sports Franchising and all its Franchisee Companies will be shared with Total Sports Franchising LTD and all the Franchisee companies associated with Total Sports Franchising LTD. This is to help with promotional activities as well as collecting information about customer trends and other information we may require.

With regards the use of text message marketing and Whatsapp marketing, we do not share any data, but Whatsapp have their own privacy policy that using Whatsapp will involve potential use of customer data which can be found here.

<https://www.whatsapp.com/legal/client/?platform=android&lg=>

## **SECURITY**

We are committed to ensuring the safe storage of your information. All your data is kept on a password protected computer in a password protected file.

**Last Review Date:** 1<sup>st</sup> September 2023

**Reviewed By:** Mr Sebastian Tidey

**Role:** Managing Director

**Next Review Due:** 1st September 2024