

Fan Insights Privacy Statement

PRIVACY POLICY

The GDPR law on data protection sets out a number of different reasons a company may collect and process your personal data, including:

Consent

In specific situations, we can collect and process your data with your consent – e.g. when you sign up to receive news & information about the work and services of Fan Insights.

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

Contractual obligations

In some instances, we need your personal data to comply with contractual obligations. For example, in some cases we might need to send you paper documentation relating to events you are attending, or consulting work we are undertaking for you, and we need your address details to deliver these.

Legal compliance

We may be legally bound to collect and process your data. For example, if someone is involved in criminal activity or fraud, we may need to pass details to law enforcement.

Legitimate interest

We require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running Fan Insights. For example, we may use information you have provided to contact you with appropriate information about other practitioners in your area, division or sport.

How we collect your personal data

There are a number of ways in which we may collect information about you, not limited to:

When you sign up to receive email and provide your name, email address, and other contact information.

When you email us/contact us through social media.

When you have given a third party permissions to share information they hold about you with us.

The type of personal data we collect

The data we may collect includes your name, club, company or organisation you work for, your email address, phone number, postal address, date of birth, gender, social media account name(s), ethnicity, sexual orientation, or your bank account details relating to payment of any fees.

How and why we use your personal data

We use your data to provide you with appropriate information about Fan Insights and our activities.

The data privacy law allows this as part of our contractual obligations and legitimate interest in understanding our subscribers and providing the highest levels of service. We will hold your data in our systems for as long as is necessary for each relevant activity or as long as is set out in any agreement we have with you.

Protection of your personal data

The security of your personal data is important, and we take care to handle and store it as best we can.

Length of time we keep your personal data

We only keep your data for as long as is necessary for the purpose it was collected. In the case of membership, it is retained as long as the membership remains active.

You also have the right to access and rectify mistakes in the data we hold about you at any time, and each of our email newsletters has a link to unsubscribe at the bottom should you wish to opt out.

You can also make any changes to your personal information by contacting us direct.

Data processor

Data is processed by, or under the direction of, Fan Insights staff.

We never share your data with third parties without consent.

Complaints

If you are at all unhappy about the handling of your data, you can send a complaint to the Information Commissioner's Office by calling 0303 123 1113 or go online to www.ico.org.uk/concerns

If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence.