

## **Charlton Supporters Society Limited Privacy Policy**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the data controller is Charlton Supporters Society Limited (the "Trust") of 601 London Road, Westcliff – on – Sea, Essex, SSO 9PE

### **About this document**

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as a member of our Trust.

### **How we collect your information**

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for membership, when you make enquiries on our website, when you provide information via the Trust management software, or when you interact with us during your time as a member in various other ways (for example, where you complete a survey and choose to provide your details, renew your membership, sign up for an event or meeting);
- From someone else who has applied for membership on your behalf (for example a family member or a fellow supporter who has provided us with your contact details for that purpose);
- From the governing associations to which the Trust is affiliated (for example, where the governing associations to which the Trust is affiliated passes on your details to us in connection with a complaint or query you have raised about our Trust).

### **The types of information we collect**

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Financial information, including payment method details;
- Certain other information which you volunteer when making use of your membership benefits (for example, making use of Trust News and/or the Members Bulletin or interacting with the Trust on matters pertaining to Charlton Athletic Football Club).

We may also collect data about your health or medical conditions, where you have volunteered this specifically so that we can cater for you when you attend a Trust social event or meeting.

### **How we use personal data**

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your Trust membership, including:
  - informing you about Charlton Athletic Football Club, sending you Trust News by post, sending you email bulletins.
  - taking payment of membership fees;

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- Fulfilment of orders for goods and services.
- Administration of events offered by the Trust and governing associations to which the Trust is affiliated;

where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you;

- Research and statistical analysis about the views of trust members;
- Communication about our Trust activities that we think may be of interest to you (for example Trust meetings and other social events);
- Storing your details on the software platform we use for our online Trust member management database. Please note that your own use of the software or system is subject to the Terms and Conditions and Privacy Policy published on that site;

where this is necessary for our legitimate interests (for example in increasing use of Trust facilities and matters relating to Charlton Athletic Football Club generally);

- Promoting our Trust and promoting goods and services of third parties (for example, organisers of any events related to Charlton Athletic Football Club and /or other events) where we think this will be of interest to you;

where this is necessary for our legitimate interests (or the legitimate interests of a third party), and/or where we have your consent, as applicable.

### Your marketing preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a member of the Trust. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or payment method confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about the opening and closing hours of the Trust Stall.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting the Trust Secretary:

Email: [secretary@castrust.org](mailto:secretary@castrust.org)

Post: The Secretary  
Charlton Supporters Society Limited  
601 London Road  
Westcliff – on – Sea  
Essex  
SSO 9PE

## **Charlton Supporters Society Limited Privacy Policy**

### **Sharing your information with others**

We do not sell or share your personal data for other organisations to use other than as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our employees and volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- Our contractors and suppliers, any provider of membership management services and our professional advisors.
- The governing associations to which the Trust is affiliated.

### **How long your information is kept**

We keep your personal data only for as long as necessary for each purpose we use it. For most membership data, this means we retain it for so long as you have a valid Trust membership and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

### **Your rights**

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

## **Charlton Supporters Society Limited Privacy Policy**

### **Contact and complaints**

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact the Trust Secretary:

Email: [secretary@castrust.org](mailto:secretary@castrust.org)

Post: The Secretary  
Charlton Supporters Society Limited  
601 London Road  
Westcliff – on – Sea  
Essex  
SSO 9PE

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: [www.ico.org.uk](http://www.ico.org.uk).