



CLUB PRIVACY POLICY

Hayes & Yeading United Football Club FC takes the privacy of all its supporters, customers and website users very seriously and takes great care with their information. In order to adhere to General Data Protection Regulations (“GDPR”) that came into force across the European Union on 25th May 2018 and subsequent UK Legislation The Data Protection Act 2018, This Club Privacy Policy explains what information we will collect about you, how we will use it, and the steps we take to ensure that it is kept secure. By supplying your information or by using our websites you consent to us collecting and using personal information about you in accordance with the terms set out in this policy.

What Information do we collect?

In order to provide you with our services and access, we may collect personal information about you from our website, emails, and written, verbal communications and more recently in light of COVID-19 track and trace data. We may, for example, keep a record of your name, address, delivery address, email address, telephone number, and credit card details. We may supplement the information that you provide with other information that we pass on to other travelling club for the purpose of access.

How we use your information

Any personal data relating to you will be used and recorded by us in accordance with current data protection legislation and this privacy policy. We will primarily use your personal information to provide our services such as season tickets, access to the stadium and products via our club shop. We will also use the personal information that we hold to communicate with you, for example: in the course of business for a club maintained primarily by volunteer action or fundraising, for record keeping purposes, to improve the quality of our service, for market research, or to track activity on our website. We may also create an individual profile for you so that we can inform you of services, products, events or special offers that may be of interest to you.

Disclosure of your information

We may share your personal information with our associated supporters groups, sponsors and other organisations whose services we need to use to process and deliver your orders, to maintain our systems or to comply with legal obligations.

Each of these organisations may like to keep you informed of services, products, events and special offers made available by that organisation. In all cases, we will take great care to ensure that your personal information is only processed in accordance with this Privacy Policy and the law and we only permit your information to be used for authorised purposes.

Cookies

In common with many other website operators, we may use standard technology called 'cookies' on our site. Cookies are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies enable us to understand who has seen which pages and advertisements, to determine how frequently particular pages are visited and to determine the most popular areas of our website. Our cookies also enable us to enhance your visitor experience by storing information about the products and services that you select between visits so that we can provide you with focused information each time you visit our website. Most browsers automatically accept cookies, but you can usually change your browser to prevent cookies being stored, however if you do turn cookies off this will limit the service that we are able to provide to you.

Security Information

We take the security of your personal information seriously. When you submit your credit card details, we use industry standard Secure Sockets Layer (SSL) encryption technology to guard your information. In addition, we have security procedures in place to protect our customer database from loss and misuse, and only allow access to it when absolutely necessary, and then under strict guidelines as to what use may be made of the personal information contained within it.

This website contains links to other websites. We are only responsible for the privacy practices on this site. We recommend that you check the privacy and security policies and procedures of each and every other website that you visit.

What to do if you do not want to receive marketing information

You have the right to prevent marketing information being sent direct to you. If you prefer not to receive information from us or our associated supporters groups and sponsors you can opt out of receiving marketing material from us by mail to the Data Protection Officer, Hayes & Yeading United FC SKYex Community Stadium, Beaconsfield Road, off Springfield Road, Hayes, Middlesex, UB4 0SL. Please note that if you do opt out, we will be unable to keep you informed of our fixtures, services, events or special offers that may interest you and our ability to inform you of opportunities (including ticketing) may be affected.

Changes to this privacy policy

We reserve the right to change our security and privacy policies at any time. Accordingly we recommend that you check this page periodically in order to review our current policies.

Updating and correcting information

You may correct your personal information by emailing us. Please include your name, address, and/or email address when you contact us. We would encourage you to promptly update your personal information if it changes.

Your rights to access personal information

You have the right to receive a copy of the personal information that we hold about you.

SPECIAL ARRANGEMENTS;

COVID-19 Track & Trace

To ensure we adhere to FA regulations for COVID-19 arrangement we use EvePass. The EvePass Privacy Policy describes how it collects, uses and discloses information, and what choices you have with respect to this information. The Privacy Policy can be found here. <https://help.eve.io/en/articles/1656985-privacy-policy>

Board of Directors

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