

CACT Privacy Notice

Introduction

Charlton Athletic Community Trust (CACT) is committed to respecting any data you share with us, keeping it safe and only using it in ways that you would expect. We will always be transparent about how we are using your data and will only share it with other organisations if you have given us permission to do so.

This Privacy Notice sets out how we collect information, how we will use it and what your rights are.

How to contact us

If you would like to contact us about any information in this privacy notice, to request a Subject Access Request or for any other questions about how CACT uses your personal data, please write to the Head of Governance and Support Services, Charlton Athletic Community Trust, CAFC Training Ground, Sparrows Lane, New Eltham, London, SE9 2JR.

Where we collect information about you

CACT will collect information about you in a number of ways including when you:

- Access one of our services or projects
- Book a holiday course
- Attend an event
- Make a donation
- Enter a competition or prize draw
- Give consent to receive our newsletter or other marketing information
- Give consent for use of your image
- Hire a pitch
- Contact us

How we do use your personal data?

We collect personal data about people who use our services, support us or come into contact with us in another way. This is so that we can:

- take your registration or payment details
- provide you with a service e.g. holiday courses, support with health improvement, etc
- ensure you don't have to keep providing us with basic details when you interact with us again
- contact you for administrative purposes
- keep you up to date with our work (if you would like us to)

- monitor our work
- tell stories to help us promote our work (with your permission)
- send you information about how to get involved and support our work, through volunteering and fundraising
- claim Gift Aid
- look into and respond to complaints

We may use the information you give us to create a profile of your interests and preferences. We do this to help us determine whether and in what ways you might be interested in helping us or getting involved in our activities.

What personal data we collect and how we use it

We may collect personal data including:

- Name
- Address
- Email address
- Telephone number
- Date of birth
- Gender
- Image
- Current activities and interests
- Ethnicity

Depending on what service, event or activity you are accessing, we may also collect information about:

- Your health
- Any special educational needs or disability you tell us about
- Bank or payment details
- Your Gift Aid status
- Previous donations made
- Courses and events booked and attended

How we keep your data safe and who has access to it

CACT will only collect and store the personal data that we need.

All personal data that we collect will be stored securely in password-protected systems. Only relevant staff will have access to this data.

All staff and data processors who have access to your data will regularly undertake data protection training and follow CACT's data protection policy and procedures.

When we collect your personal information we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the Internet is 100% secure. As a result, while we try to protect your personal information, CACT cannot guarantee the security of any information you transmit to us and you do so at your own risk.



Sharing your information

We will only share your personal information with partners (such as funders or Charlton Athletic Football Club) if you give us permission to do so.

You have the right to know what data we are storing about you

You have the right to request a copy of all personal data that CACT holds on you. Please send a request of the data you would like to see and proof of your identity to the address above.

You have the right to request for any of your personal data we hold to be deleted and/or destroyed, subject to legal requirements. If we can, we will stop processing (including storing) your personal data upon request. If you would like to request for your data to be forgotten, please contact our Data Protection Officer at: fundraising@cact.org.uk

Confidentiality

CACT treats your contact with us as confidential unless there is a risk of serious harm or abuse to you or someone else. In this instance, we may have to pass this information onto a third party such as the emergency services.

If you're under 18

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If you're under 18, you must have your parent's or guardian's permission to provide any personal data to us, and we may require them to provide certain data on your behalf.

Keeping your information up to date

We're keen to keep in touch with all our service users and supporters. Please contact us at fundraising@cact.org.uk if you would like to update your contact details.

Cookies

This website uses cookies to provide you with the best possible website experience. By continuing to use this website you are giving consent to cookies being used. For more information, please see our Cookie Policy: <http://www.cact.org.uk/cookie-policy>

Changes to this Notice

We regularly review our privacy notice, and may make changes from time to time. Any changes made will be posted to this page, and will apply from the time we post them.

If you would like to see CACT's data protection policy, please contact us at the address above.

This privacy notice was last changed on 3 July 2017.

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