



Fortitude Hockey UK Ltd Privacy Policy - May 2018

Fortitude Hockey UK Ltd is committed to ensuring that your privacy is protected and respected. This Privacy Policy explains how we will process and use any personal data you give us. We never share your data with anyone else unless it is a legal requirement for us to do so.

What data do we collect and how is it used?

When you and/or your child books any courses or sessions, buys products or becomes a coach of Fortitude Hockey UK Ltd we may collect and keep any personal data you give us:

Types of data	What we DO with it	What we DON'T do with it
Personal details and contact details	<p>We use this data to;</p> <ul style="list-style-type: none"> - process your bookings and purchases with us - perform the services that you have requested - to plan training sessions appropriate to age and experience <p>With your permission we use this data to;</p> <ul style="list-style-type: none"> - contact you about other Fortitude Hockey UK Ltd products and services and those of our partner providers such as MH1. - to plan future coaching sessions based on market research using this data 	We NEVER share this data with third parties for marketing purposes.
Parental Consent	We use this data to ensure that we are complying with data protection laws for U18 for which we need parental permission. We retain this data as evidence that we have complied with this requirement.	We NEVER share this data for other purposes.
Medical information	We share this data with coaches, course staff or medical attendants on a need to know basis, to ensure your child's wellbeing and safety.	We NEVER share this data for other purposes. We delete it after 12 months (and collect fresh medical details for each bookings).
Clothing sizes	We share this data anonymously with our kit providers, to fulfil any orders your place with the Fortitude Hockey UK Ltd Shop.	We NEVER share this data for other purposes.
Financial details	We use this data to collect payments, make refunds and do financial reconciliations.	We NEVER share this data for other purposes.



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How do we get your consent?

When you provide us with personal information required for a course, make a payment, or verify your credit card, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will always ask you directly for your expressed consent.

How can you withdraw consent?

If after you give consent you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at uk-info@fortitudehockey.com

Your request will be processed within 5 working days and any data erased other than that necessary to fulfil our contract or historical contract (s) with you. We are however required to maintain minimum personal details as a record of your request not to be further contacted.

Will we ever disclose your information?

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

What are 'cookies' and what do we use them for?

Our website does use cookies. A cookie is a small file containing an identity code. Your computer accepts the cookie and stores it and when you next visit the website, the code is retrieved, allowing individual visitors or computers to be recognised.

Cookies are used for a variety of purposes including providing personalised web pages and recognising your choice of language. Cookies do not cause harm to your computer but if you do wish to stop your computer accepting cookies, go to the help section of your Internet browser (e.g. Internet Explorer) where you will find information on how to do this.

How can you be sure that your data is secure?

We are required to ensure that personal data processed by us is subject to appropriate security. To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

Although we will meet this requirement, we cannot accept any responsibility for any loss, disruption or damage to your data or your computer system which may occur whilst using material derived from this website. As best practice, we also strongly recommend that you regularly run an anti-virus programme on all material downloaded from the Internet.

What about links from the website?

When you click on links on our site, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.



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What about under 18's?

If you are under 18 there are **additional rules** that we need to apply. We have to have parental / responsible adult permission to hold any of your information and therefore we ask for date of birth and an additional responsible adult email address to make sure that we are complying

In addition - to use our website you represent that you are at least the age of 13 in the United Kingdom or have parental consent to use the site.

What happens if we make changes?

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it. Continued use of the service will signify that you agree to any such changes.

Questions?

If you would like a copy of the data that we hold for you, to access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information please contact our Privacy Compliance Officer at uk-info@fortitudehockey.com