



# Privacy Policy

**Welsh Hockey Union Ltd t/a Hockey Wales** is committed to processing personal information about its members, partners and stakeholders in ways that comply with its legal and regulatory obligations, and to being clear with members, partners, and stakeholders about what it does with their personal information.

This Policy explains how we use any personal information we may collect about you when you use our websites; or when you use or are a recipient of our services.

## **Personal information that Welsh Hockey Union Ltd t/a Hockey Wales may collect about you.**

Welsh Hockey Union Ltd t/a Hockey Wales may collect personal information which we receive when:

- you use our website
- you use our services
- you contact us

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service, and details of our services that you have used
- your club/company/stakeholder's name, your position in Welsh Hockey Union Ltd t/a Hockey Wales; Welsh Hockey Union Ltd t/a Hockey Wales's address, club/company/stakeholder's email address and telephone number
- your payment information such as credit or debit card details, if relevant
- information collected through your use of Welsh Hockey Union Ltd t/a Hockey Wales website. Please see the Cookies Policy below for more information
- details of any enquiry or complaint you make to Welsh Hockey Union Ltd t/a Hockey Wales

## **Why Welsh Hockey Union Ltd t/a Hockey Wales collects personal information**

Welsh Hockey Union Ltd t/a Hockey Wales collects your personal information to:

- provide you with products and services that you may request from us or selected third parties
- enhance or improve members, partners and stakeholder's' experience of our products and services and our website
- improve and develop its services
- protect security e.g. to check your identity when you use our services, if relevant
- meet its legal and regulatory obligations.

If you call any of our telephone numbers, we may record your call. These recordings are used for training and quality control, to ensure that we continuously monitor and improve our customer service standards.



## How Welsh Hockey Union Ltd t/a Hockey Wales collects personal information

Welsh Hockey Union Ltd t/a Hockey Wales collects personal information:

- **directly from members, partners, and stakeholders:** e.g. when a member, partner, stakeholder signs up to receive our services or registers on a Welsh Hockey Union Ltd t/a Hockey Wales website,
- **from third parties** e.g. when we acquire third party marketing lists or information from the electoral roll; get authorisation for a payment you make, or when undertaking an identity check, if relevant.
- **when products or services are provided together with a business partner** and the information is collected by the business partner in order for Welsh Hockey Union Ltd t/a Hockey Wales to provide you with the product or service, if relevant.

## Who sees the information which Welsh Hockey Union Ltd t/a Hockey Wales holds?

Members', partners', and stakeholders' personal information may be provided to selected third parties:

- where members/partners/stakeholders have indicated they wish to receive information about products, services or promotions that may be of interest to them.
- where services are provided together with a business partner and it is necessary to disclose the information to them in order to provide the services
- for the prevention of fraud against Welsh Hockey Union Ltd t/a Hockey Wales, third parties and members, partners, and stakeholders
- for the purposes of identity verification
- to prevent money laundering
- where products and services are provided to third parties by Welsh Hockey Union Ltd t/a Hockey Wales e.g. for the purposes of identity verification and fraud prevention, and it is necessary to disclose information to them in order to provide the service.

**Other third parties** (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety e.g.

- to exchange information to protect against fraud and to reduce payment risks, if relevant
- in connection with the prevention and detection of crime.

## Transfer of personal information outside of the UK

Welsh Hockey Union Ltd t/a Hockey Wales may need to transfer personal information about members/partners/stakeholders to third parties located outside the UK. If we do, we will ensure that information is protected to a level which meets the requirements of UK law.



## **Keeping personal information secure**

Welsh Hockey Union Ltd t/a Hockey Wales is committed to keeping members', partners', and stakeholders' personal information secure to protect it from being inappropriately or accidentally accessed, used, shared, or destroyed, and against it being lost.

## **How long we keep personal information**

Welsh Hockey Union Ltd t/a Hockey Wales will only retain members', partners', and stakeholders' personal information for as long as it needs it to carry out a particular purpose or meet a particular obligation.

## **Keeping personal information accurate**

Welsh Hockey Union Ltd t/a Hockey Wales will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, Welsh Hockey Union Ltd t/a Hockey Wales relies on members, partners, and stakeholders to ensure that some of the information it holds about them is accurate and up-to-date. We encourage members, partners, and stakeholders to inform Welsh Hockey Union Ltd t/a Hockey Wales of any changes to their information.

## **Access to personal information**

Welsh Hockey Union Ltd t/a Hockey Wales provides members, partners, and stakeholders with access to their personal information and the opportunity to amend and update their details or preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate.

You can request details of personal information Welsh Hockey Union Ltd t/a Hockey Wales holds about you, including on our websites' databases, by contacting us.

Requests must be made in writing. Proof of identification is required in order to protect your information. We also require sufficient details to be able locate your information. For example, dates and details of the website, products, or services that you have used. An optional application form may be provided to assist us in locating the information you require.

## **Marketing**

A member/partner/stakeholder may request Welsh Hockey Union Ltd t/a Hockey Wales to provide them with information about products and services which may be of interest to them. We will not provide information that does not meet your requirements.

We will make it easy for you to opt out of any information requests if you no longer wish to receive them.



## Cookies

Cookies are text files placed on your computer when you use a website. If you would like details of the Cookies used by Welsh Hockey Union Ltd t/a Hockey Wales website, please request this from us.

## Changes to our privacy policy

We will keep our privacy policy under regular review and will place any updates on this webpage. This Privacy Policy was last updated **June 2018**.

## How to contact us

Members, partners, stakeholders with queries or complaints relating to products or services provided by Welsh Hockey Union Ltd t/a Hockey Wales can contact Welsh Hockey Union Ltd t/a Hockey Wales in writing, at the address below:

For requests, complaints or queries relating to the use of your personal information please write to:

Welsh Hockey Union Ltd t/a Hockey Wales  
Sport Wales National Centre  
Sophia Gardens  
Cardiff  
CF11 9SW

✉ [info@hockeywales.org.uk](mailto:info@hockeywales.org.uk)

☎ 0300-300-3126