



ZORB Football UK is an extreme sports activity company and everything we do is about providing our customers with a fulfilling experience. We are not a multi-national or data-hungry PLC, we are a national business that only captures and retains data to keep our members up to date on services to which **they** have subscribed. We are publishing this Privacy Notice so our customers, clients and suppliers are informed about what we hold, why we hold it and how you can enact your rights under the Data Protection Act.

This Privacy Notice has been updated to reflect your rights under the EU General Data Protection Regulation (GDPR) effective from 25th May 2018. This regulation supersedes the Data Protection Act of 1988 and will form the basis of the Data Protection Act 2018 once it comes into effect.

The categories of this information that we collect, process, hold and share includes:

Personal data such as names and contact details will be held to allow ZORB Football UK to provide services to its regular and ad hoc customers. We may use your

information to contact you for the marketing of services. Your information will not be sold or shared with partner companies or third parties.

Why we collect and use this information

We use this information for:

- Regulatory purposes including tax records and HMRC Audit.
- For communication with our clients during the delivery of services and postlapse of membership where holiday camps may be of interest.
- Processing of invoices, resourcing, shift patterns and timekeeping

The lawful basis on which we use this information

We collect and use this information under the requirements stated by the HMRC and UK Government: <https://www.gov.uk/running-a-limited-company/company-and-accounting-records>

Collecting this information

Some data that we ask for is optional and other than emergency contact details you are within your rights to abstain from disclosing this information to us. To comply with

the data protection legislation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Storing this information

Our data retention policy is to store financial and tax related records for 6 complete tax years + the current tax year. i.e. up to 7 years as a maximum.

An example of this is removing or masking names and addresses from our contacts database but retaining customer ID numbers on our invoices so that we can still identify tax records.

Who we share this information with

We do not share this information with other companies, but our third-party cybersecurity providers, systems administrators and accounting firms do have access to financial records. As UK law requires invoices to contain items such as name & address, these companies do have controlled and restricted access to some personal information.

Your rights and requesting access to your personal data

Under new and existing data protection legislation, you as a customer of ZORB Football UK have the following rights;

1. The right to be informed

Businesses must provide 'fair, transparent processing information' to individuals, which we are providing through this data privacy notice.

2. The right of access

Every individual has the right to access their personal data. Any individual can make a Data Subject Access Request (DSAR) in writing to our Data Protection Officer (Matthew Street – info@zorbfootballuk.com). The frequency and volume of such requests must not be manifestly unfounded.

3. The right of rectification

Information must be accurate. Anyone can request to have personal data rectified if it is incorrect or incomplete. If we are using incorrect details for you, please do send us a correction via email to the address below.

4. The right to erase

Also known as the 'Right to be forgotten'. An individual can request for their personal data held to be destroyed when there is no compelling reason for its continued processing. This request must be made in writing. Data will be erased within reasonable timescales.

5. The right to restrict processing

An individual has the right to block the processing of personal information.

6. The right to data portability

An individual can obtain and reuse their personal data for their own purposes. Where requested, we provide individuals data in a machine readable format so that other organisations can use it.

7. The right to object

Individuals have the right to object at any time to the processing of their personal data, including profiling. ZORB Football UK does not perform profiling or use personal information for marketing purposes.

8. Rights in relation to automated decision making and profiling

Individuals have the right not to be subjects to automated decisions (which could include profiling) if this would significantly affect them. ZORB Football UK does use this technology for the detection of security events, but we will never use automated decision making or profiling on personal data.

If you wish to exercise any of the above rights, please contact our Data Protection Officer via email:

Matthew Street, Data Protection Officer of ZORB Football UK
info@zorbfootballuk.com

We aim to acknowledge every email to this inbox within 24 hours and if we haven't sent a reply, please do call us using the number listed on your membership account.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/> where you feel there has been a substantial loss or impact on your wider personal circumstances.