



Phoenix Football Academy Tours Ltd

Data protection and privacy guidelines

All personal information given to Phoenix Football Academy is held safely and securely and only used for the purpose it is provided for.

We advise that we promise to look after your personal information which includes what you tell us about your child and this notice explains how we do this and tells you about your privacy rights and how the law protects you.

The Phoenix Promise

- A. To keep your data safe and private.
- B. Not to sell your data.

Data Protection Laws

The data protection law changed on 25 May 2018. The General Data Protection Regulation (GDPR) comes into effect.

The law protects your privacy and please note that we can use personal information only if we have a proper reason to do so. The information is only used for the purpose for which it was given and to advise you of any other opportunities with Phoenix Football Academy.

How we use your information

To manage the membership of you and your child with Phoenix Football Academy and to keep your records up to date to enable us to *contact you and to hold basic medical detail in case of emergency*. We have a requirement to look after all players and use the information you have provided in order to do this. Regular communication to keep you updated of any news or information in connection with Phoenix Football Academy. To obey laws and regulations that apply to us from The FA and the various tournaments and tours that our teams and players participate and to verify age and eligibility of players. To collect and recover money that is owed to us such as membership fees. HMRC purposes. Ensuring all our coaches have the relevant DBS checks and qualifications required to run sessions and events with Phoenix Football Academy. To keep the children safe.



Privacy Policy

We keep personal information such as:

Where you live
Telephone numbers
Email address
Child's date of birth
Child's school
Basic medical information

For tournaments we also keep

Copies of Passport
Special types of data Health data

We also keep

Any permissions or consents that you give us

Personal information is used to enable us to run the academy efficiently, and safely.

Your information will never be given to a third party such as a league or an FA and is only used for Phoenix Football Academy business. We will never pass on your information to third party, the FA, a football club, or marketing agency, without your written permission.

In the instance of a CRC Check for staff, or an insurance claim we would inform you what we intend to do and ask your permission to undertake this. Staff or potential staff who may meet children need to undertake FA training courses such as First Aid, Safeguarding Children and Coaching qualifications. If you choose not to give personal information, we may need to collect personal information by law, or under the terms of an agreement we have with you. If you choose not to give us this personal information, it may delay or prevent us from meeting our obligations. It may also mean that we cannot perform services needed to

Please note that any data collection that is optional would be made clear at the point of collection.

You can ask us to stop sending you general marketing messages by contacting us by email at any time.

Whatever you choose, you will still receive important information such as requests for membership fees to be paid and academy updates.

If there are changes in the law or regulations that affect how we can use your data, we will inform you again.

You may update your records and change your preferences at any time by information the office by email.

Once you have attended a session with Phoenix, whether a member or the academy or a holiday camp, we keep your personal information safe on file. We may keep your records for longer than 12 months for any of the following reasons –

- To respond to any questions or complaints
- To show that we treated you fairly
- To maintain records according to rules that apply to us



We may keep your data for longer than 12 months if we cannot delete it for legal, regulatory, or technical reasons. If we do, we will make sure that your privacy is protected and only use it for those purposes.

Financial information (membership fee payments) may be kept for up to 7 years for the purposes of HMRC.

How to get a copy of your personal information

You can access your personal information we hold by emailing is at tours@phoenixfootballacademy.com

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this.

If you do contact us, we will take reasonable steps to check its accuracy and correct it.

What if you want us to stop using your personal information?

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

There may be legal or other official reasons why we need to keep or use your data. Please tell us if you think that we should not be using it.

Future formats for sharing data

The Data Privacy laws changed on 25 May 2018. From that date you will have the right to get your personal information from us in a format that can be easily re-used. You can also ask us to pass on your personal information in this format to other organisations.

We are working with our industry to improve the way your data is shared. We will update this notice with more details as needed and notify you.