ClubBuzz Limited Privacy Policy

**ADOPTED ON TUESDAY 5TH JANUARY 2021**

**Our contact details**

Name: ClubBuzz Limited

Phone Number: 0115 678 7820

E-mail: cellan@clubbuzz.co.uk

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details), including traffic, location and other communication data.
* IP address
* Usernames
* Sort code and account numbers (but only where this is used to pay an invoice due to us directly)
* Payment card details (but only where this is used to pay an invoice due to us directly)

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* Data you enter into the ClubBuzz platform directly
* Where you use a third party to register with ClubBuzz or a ClubBuzz service.

We also receive personal information indirectly, from the following sources in the following scenarios:

* IP address
  + We might collect information about your device, internet service provider, IP address. We do this to prevent fraud and abuse of our service, as well as analytical reasons, such as analysing the number of visitors to the platform.
* Cookies
  + Please see our cookie policy for more information.

We use the information that you have given us in order to process your registration with ClubBuzz or a ClubBuzz service; provide you with information or products that you request from us; notify you about any changes to the service; notify you about any pertinent data protection information; ensure the security if your account; contact you for marketing purposes where allowable by law.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting cellan@clubbuzz.co.uk.**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored the United Kingdom, or any location where an adequacy agreement is in place.

We keep your personal information until you request that it is deleted from the platform, or we reasonably believe that your account is inactive (after 1 year of inactivity), and data relating to your user account (anonymised), indefinitely. We will then delete your information from the system.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at cellan@clubbuzz.co.uk if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at ClubBuzz Limited, c/o 4 Mere Beck, Ambaston, Derby, DE72 3GH.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>