

Fanzclub CIC

Website Privacy Policy

This website is operated by Fanzclub CIC. The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully.

We acknowledge that a lot of people do not read the lengthy organisation documentation which can be tiresome and boring. For this reason, we have summarised our privacy policy below.

Summarised Privacy Policy

Fanzclub CIC is committed to safeguarding your privacy online. The collection and use of personal information on our website is in accordance with the Data Protection Act of 1998. In operating our website, we may collect and process the following data about you:

- Anonymous details of your visits to our website and the pages that you access. Google Analytics provide us – like most other webmasters – with aggregated statistics of website traffic.
- Information that you provide by filling in forms on our website when you registered for information.
- Information provided to us when you communicate with us for any reason.

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered on our site will be encrypted to ensure its safety.

When you are using our secure online donation pages you are going through to a partner company and the information you give such as your credit card number and contact information is provided so that the transaction can take place.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk.

As a general rule Fanzclub will not disclose any of your personally identifiable information, except when we have your permission or under special circumstances, such as when we believe in good faith that the law requires it.

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 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. If you make a request, we have one month to respond to you.

Please contact us at

Email: info@fanzclub.org

Mobile: 07595208845

Postal Address: [22 Ibrox Street,](#)

[G51 1AQ](#)

If you wish to make a request.

Our full and Privacy Policy statement can be read below.

It contains information about:

- Who we are
- How and why, we use store and share personal information.
- How to contact us and supervisory authorities in the event you have a complaint.

Who we are

Fanzclub CIC collect, use and are responsible for storing certain personal information about you. When we do, we are under the General Data Protection regulation which applies across the United Kingdom, and we are responsible as a 'controller' of that personal information for the purpose of these laws.

The personal information we collect and use.

a. Personal information you provide to us.

We collect the following information that you provide to us:

Name

Email address

Date of birth

Telephone / mobile

Home address

Some examples of when we may request personal information is when:

Filling out our surveys

When registering for our programmes

b. Sensitive personal information

We may request that you provide sensitive information, and if we do, we will in every instance explain why we are requesting it and how we intend to use it.

We will only collect your personal information with your explicit consent.

Example of when we may collect sensitive personal information:

When verifying your suitability of being a buddy with a vulnerable service user

c. Personal information you provide about third parties.

If you give us information about another person, you confirm that the other person has agreed for you to act on their behalf and agree that:

Shall consent on their behalf to the processing of their personal data.

Shall receive any data notices on their behalf.

Shall consent on their behalf to the transfer of their personal data abroad.

Consent on their behalf to the processing of their sensitive personal data.

d. Monitoring and recording communications.

We may monitor communications such as emails and telephone calls for the following purposes:

Quality assurance

Training

Compliance

Fraud prevention

How we use your personal information

We collect information about our users for the following purposes:

Improve and optimise the operation and performance of our services (again, including our websites and mobile applications).

Diagnose problems with and identify any security and compliance risks, errors, or needed enhancements to the Services.

Detect and prevent fraud and abuse of our Services and systems.

Collecting aggregate statistics about use of the Services

Understand and analyse how you use our Services and what services are most relevant to you.

Who your information may be shared with

We may share your information with:

- Organisation that represents you in other capacities that you have consented to i.e., your immigration solicitor or migrant organisation that support you directly in other means.

We will not share your information with any other 3rd parties.

Marketing

We would like to send you information about our services, offers, competitions and events which may be of interest to you. Such information could be sent by post, email, text message or automated call.

We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e., on registering, signing up to an event, entering a competition etc). if you do opt on to receive such marketing from us you can opt out at anytime (see "What rights do you have below for further information).

If you have any queries about how to opt out, or if you are receiving messages, you do not want you can contact us using the details provided below.

info@fanzclub.org

Required personal information.

The provision of the following is required from you:

- **Name**
- **Address**
- **Age**
- **Date of birth**
- **Email address**
- **Mobile number**
- **Lawyer details if applicable**

This is to enable us to do the following:

Name and address = for delivery purposes

Email = receipts and correspondence

Mobile = to maintain correspondence

Age = to ensure your suitability for our programmes or third-party programmes

We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

How long your personal information will be kept:

We will hold your personal information for the duration of our service to you.

Name and address = for the duration of our service provision until the end of the programme.

Age and contact info = for verification of the duration of our service provision until the termination of our programme to you or in the event of a change of circumstances (i.e., being financial stable).

These periods are no longer than necessary in each case.

Reasons we can collect and use your personal information:

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

1. Consent- You can remove your consent at any time. You can do this by contacting info@fanzclub.org
2. Contract
3. Legal obligation
4. Vital interests
5. Public task
6. Legitimate interests
 - a) The legitimate interests relied upon are as follows:
The information is necessary for the organisation to undertake its activities or liaise with third party organisation who would be providing the tickets.

The basis upon which we process your sensitive information (i.e., sensitive category as defined in the GDPR) is:

1. For employment, social security, or social protection reasons
2. To protect the vital interests of the data subject

3. That we are a non-for-profit organisation, and the processing of this sensitive information is undertaken during our legitimate activities and is not disclosed to any third parties without the consent of the data subject.
4. That it is necessary for any relevant legal claims or judicial acts
5. It is in the interests of public health.
6. It is for relevant archiving, research, and statistical data in the public interest.

Keeping your information secure

We have appropriate security measures in place to prevent personal information being lost, used, or accessed in an unauthorised manner. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technical and organisation methods to keep your information secure. These measures may include the following examples:

Donations and payments are encrypted using SSL.

All data is stored securely.

We are certified to ISO 27001. This family of standards help us manage your information and keep it safe.

We also have procedures in place to help deal with any unexpected data security breaches. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you through the internet. If you have any concerns about what has been stated, please contact us using the information provided under the contact us section of this document.

Transfers of your information outside the EEA

We will not transfer your personal information out of the EEA at any time.

Children and the validity of consent

Where we obtain consent from any user, we will take reasonable steps to ascertain whether the user is over 16 years of age and whether the child is sufficiently informed to give valid consent. If the user is not, parental consent will be required to provide consent for the process of any personal information.

What rights do you have?

Under the General Data Protection Regulation, you have a number of important rights free of charge. In summary, those rights include to:

Fair processing of information and transparency over how we use your personal information.

Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address.

Require us to correct any mistakes in your information which we hold.

Require the erasure of personal information concerning you in certain situations.

Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine relatable format and have the right to transmit those data to a third part in certain situations.

Object at any time to processing of personal information concerning you for direct marketing.

Object to decisions being taken by automated means which produce legal affects affecting you.

Object in certain other situations to our continued processing of your personal information

For further information on each of those rights, including the circumstances in which they apply, see the guidance from the UK information commissioner's office (ICO) on individuals' rights under the General Data Protection Regulations.

If you would like to exercise any of these rights, please:

Email, call or write to us.

Let us have enough information to identify you.

Let us have proof of your identity (proof of billing address, driver's license, passport)

Let us know the information to which your request relates.

From time to time, we may also have other methods to unsubscribe (opt out) from any direct marketing for example unsubscribe buttons or web links. If such is offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

Changes to the privacy policy

This privacy policy was published on **(17/06/2021)**.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access the website.

We will also attempt to notify users of changes by:

- By email if you have opted to receive emails
- By a notice on the website header

Contacting us

If you have any questions about this policy or the information we hold about you, please contact us:

Email: rmakutsa@fanzclub.org

Post:

22 Ibrox Street

Glasgow

G51 1AQ