

Privacy Policy

Privacy notice for customers

Sixways Stadium, (“the Company”), is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. This privacy notice sets out, in line with GDPR, the types of data that we hold for you. It also sets out how we use that information, how long we keep it for and other relevant information about your data.

This Privacy Notice has effect from 10 May 2024. Any change in the way that we process personal data will be detailed in an updated Privacy Notice.

Data controller details

The Company is a data controller, meaning that it determines the processes to be used when using your personal data. Our registered address is as follows: Sixways Stadium, Warriors Way, Worcester, WR3 8ZE. Please direct any queries to hello@warriors.co.uk or alternatively you can call 01905 972700

Types of data we process

We may hold many different types of data about you depending on the reason for your relationship with the Company, including:

- Your personal details including your name, address, date of birth, email address, phone numbers
- Your photograph
- Gender
- Marital status
- Dependants, next of kin and their contact numbers
- Bank details
- CCTV footage
- Building entry records

How we collect your data

We collect data about you in a variety of ways and this will usually start when you submit your details through our website or contact forms, we undertake to enter into a contract with you or when you purchase a ticket from us. We will collect the data from you directly and the data will include for example, your name, address and other personal details such as bank information.

Why we process your data

All of the personal data which we process will be done so in accordance with the six data protection principles:

- In order to perform the contract that we are party to
- In order to carry out legally required duties
- In order for us to carry out our legitimate interests
- To protect your interests
- Where something is done in the public interest or
- Where we have obtained your consent.

We also collect data so that we can carry out activities which are in the legitimate interests of the Company. We have set these out below:

- To send promotional and informative communications
- To send marketing communications from our partners through our marketing communications

If you no longer want to receive marketing communications from the Company, you are able to unsubscribe. To do so, you will find a button on the bottom of each of our communications which enables you to remove yourself from our mailing list.

Alternatively, please feel free to use the contact details provided above to inform us that you no longer want to receive marketing communications.

Sharing your data

Your data will only be shared with our employees and contractors within the Company where it is necessary for them to undertake their duties.

We do not share your data with any other third party nor any bodies outside of the European Economic Area.

Protecting your data

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

How long we keep your data for

In line with data protection principles, we only keep your data for as long as we need it. Retention periods can vary depending on why we need your data. With regard to retention periods, the Company acts in accordance with its Retention Policy.

Your rights in relation to your data

The law on data protection gives you certain rights in relation to the data we hold on you. These are:

- The right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice
- The right of access. You have the right to access the data that we hold on you. To do so, you should make a subject access request
- The right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it
- The right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it and no legal basis for its retention
- The right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct
- The right to portability. You may transfer the data that we hold on you for your own purposes

- The right to object to the inclusion of any information. You have the right to object to the way we use your data where we are using it for our legitimate interests
- The right to regulate any automated decision-making and profiling of personal data. You have a right not to be subject to automated decision making in a way that adversely affects your legal rights.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact us on the details provided above.

Third-Party Services

The services we provide may contain features or links to websites and services provided by third parties. Any information you provide on third-party sites or services is provided directly to the operators of such services and is subject to those operators' policies, if any, governing privacy and security, even if accessed through our service. We are not responsible for the content or privacy and security practices and policies of third-party sites or services to which links or access are provided through our service. We encourage you to learn about third parties' privacy and security policies before providing them with information.

Third Party Cookies

We are legally required to disclose whether other third parties may collect personally identifiable information about an individual's online activities from our website or service, such as in a 'cookie banner' where you can control your preferences and consent. The information gathered by these third parties is used to make predictions about your interests or preferences so that they can display advertisements or promotional material on our website and on other sites across the Internet tailored to your apparent interests.

The business partners and advertising networks that serve interest-based advertisements have limited access to a small amount of information about your profile and your device, which is necessary to serve you advertisements that are tailored to your apparent interests. It is possible that they may reuse this small amount of information on other sites or services.

We do not share with these third parties any information that would readily identify you (such as email address); however, these third parties may have access to information about your device (such as IP or MAC address). We do not have access to, or control over, the technologies that these third parties may use to collect information about your interests, and the information practices of these third parties are not covered by this Privacy Policy. Other than as discussed in this document, we have no control over these third parties.

Making a complaint

We hope that we will be able to resolve any query or concern you may raise about our use of your information.

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, under the GDPR, you are able to make a complaint to the ICO.