

Raynes Park Vale FC Privacy Policy
Effective Date: 1 August 2026

1. Introduction

Raynes Park Vale FC ("the Club", "we", "our" or "us") is committed to protecting your privacy and handling your personal information fairly, lawfully, transparently and securely.

This Privacy Policy explains how we collect, use, store, share and protect your personal information whenever you interact with the Club, whether as a supporter, member, season ticket holder, player, parent or guardian, volunteer, coach, sponsor, business partner, participant in our community programmes or visitor to our website.

We process personal information in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)

2. About Us

Raynes Park Vale FC

Website:

www.rpvfc.com

Email:

privacy@rpvfc.com

General enquiries:

hello@rpvfc.com

If you have any questions about this Privacy Policy or how we use your personal information, please contact us using the details above.

3. The Information We Collect

Depending on your relationship with the Club, we may collect the following information.

Personal Information

- Name
- Date of birth
- Postal address
- Email address
- Telephone number

Membership & Supporter Information

- Membership type and status
- Membership history
- Digital membership records
- Membership profile information and supporter preferences (where voluntarily provided)
- Season ticket purchases
- Match ticket purchases
- Hospitality bookings
- Event bookings

Commercial Activity

Where applicable:

- Merchandise purchases
- Hospitality purchases
- Player sponsorships
- Vale Business Network membership
- Community Partner participation
- Sponsorship enquiries
- Donations and fundraising activity

Digital Account Information

Where applicable:

- Fanbase account information
- Digital membership credentials
- Purchase history
- Login identifiers

Payment Information

Payments are processed securely by our authorised payment providers.

Raynes Park Vale FC does **not** store your full debit or credit card details.

Website & Technical Information

When you use our website or digital services we may collect:

- Device information
- Browser type
- IP address
- Website usage statistics
- Cookies
- Analytics information

Communications

We may keep records of communications between you and the Club including:

- Emails
- Contact forms
- Customer enquiries
- Feedback
- Complaints
- Survey responses

4. How We Use Your Information

We use your personal information to:

- administer memberships;
- manage ticket sales and bookings;
- process payments;
- provide membership benefits;
- issue digital membership cards;
- administer hospitality bookings;
- manage holiday camps and events;
- provide customer support;
- improve our website and digital services;
- analyse supporter engagement to improve communications and member experience;
- manage commercial relationships where appropriate;
- comply with legal and regulatory obligations;
- protect the safety of players, supporters, volunteers and visitors.

Where permitted by law, or where you have not opted out of receiving promotional communications, we may also keep you informed about:

- Club news
- Fixtures
- Events
- Merchandise
- Hospitality
- Holiday camps
- Community initiatives
- Fundraising
- Membership opportunities
- Vale Business Network events
- Sponsorship opportunities
- Exclusive member benefits

5. Our Lawful Basis for Processing

Depending upon the circumstances, we process your personal information under one or more of the following lawful bases:

- Performance of a contract
- Legitimate interests
- Legal obligation
- Consent (where required)

6. Communications

As part of your membership, ticket purchase or interaction with the Club, we will send important service communications relating to:

- Membership administration

- Tickets
- Fixtures
- Purchases
- Payments
- Safety information
- Operational updates
- Changes affecting Club activities

These communications are necessary to provide the services you have requested.

Where permitted, we may also send promotional communications regarding Club activities, offers and opportunities.

You may unsubscribe from promotional communications at any time by using the unsubscribe link included in our emails or by contacting the Club.

7. Official Club Partners

One of the benefits of being a Vale Member is access to exclusive offers from selected Official Club Partners and Community Partners.

Protecting your personal information is extremely important to us.

Raynes Park Vale FC will never sell or freely distribute your personal information to sponsors, advertisers or commercial partners.

Where we have negotiated exclusive offers on behalf of our members, we will normally communicate those offers directly to you ourselves.

If you choose to take advantage of a partner offer, you will decide whether to provide your personal information directly to that partner.

We will only share your personal information with an Official Club Partner where:

- you have given your explicit consent;
- it is necessary to deliver a service you have requested; or
- we are required or permitted to do so by law.

We believe your personal information belongs to you, and we are committed to maintaining the trust you place in the Club.

8. Cookies

Our website uses cookies to:

- improve website performance;
- remember your preferences;
- understand website usage;
- analyse visitor behaviour.

Further information can be found in our Cookie Policy.

9. Who We Share Your Information With

We only share personal information where necessary to deliver Club services or comply with legal obligations.

These organisations receive only the minimum information necessary to perform their services on our behalf.

This may include:

- Fanbase (membership, ticketing and supporter management)
- Payment providers (such as Stripe)
- Website hosting providers
- Email and communication platforms
- Merchandise fulfilment partners
- Professional advisers
- Governing bodies and leagues
- Regulatory authorities where required by law

All organisations processing information on our behalf are required to keep it secure and use it only for the agreed purpose.

10. International Transfers

Some of our trusted service providers may process personal information outside the United Kingdom.

Where this occurs, we will ensure appropriate safeguards are in place to protect your personal information in accordance with UK data protection law.

11. Children's Information

Raynes Park Vale FC works extensively with children and young people through football, education and community programmes.

Where appropriate, information relating to anyone under the age of 18 will be provided or authorised by a parent or legal guardian.

We recognise that protecting children's privacy is particularly important and encourage parents and guardians to contact us with any questions about the way their child's personal information is processed.

The Club operates in accordance with its safeguarding responsibilities.

12. Photography & Video

Photography and video may be taken during matches, training sessions, community activities and Club events.

Images may be used:

- on our website;
- on social media;
- in digital and printed matchday programmes;
- in promotional material;
- within historical Club records.

Where photography or filming focuses on individual children rather than general crowd scenes or team photographs, the Club will obtain any permissions required under its safeguarding procedures.

If you have concerns regarding photography involving yourself or your child, please contact the Club.

13. Data Security

We take appropriate organisational and technical measures to protect your personal information against:

- unauthorised access;
- accidental loss;
- misuse;
- disclosure;
- alteration;
- destruction.

Access to personal information is limited to authorised individuals who require it to carry out their duties.

14. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with our legal, financial, safeguarding and regulatory obligations.

Retention periods vary according to the type of information involved.

15. Automated Decision Making

Raynes Park Vale FC does not make decisions about individuals based solely on automated processing that produce legal or similarly significant effects.

16. Data Breaches

If a personal data breach occurs that is likely to result in a risk to your rights and freedoms, we will respond in accordance with our legal obligations, including notifying the Information Commissioner's Office and affected individuals where required.

17. Your Rights

Under UK GDPR you have the right to:

- access your personal information;
- request correction of inaccurate information;
- request erasure where appropriate;
- restrict processing;
- object to processing;
- request data portability where applicable;

- withdraw consent where processing relies upon consent.

To exercise any of these rights, please contact:

privacy@rpvfc.com

18. Complaints

If you have concerns about the way we handle your personal information, please contact us first so that we have the opportunity to resolve the matter.

You also have the right to complain to the:

Information Commissioner's Office (ICO)

Website:

www.ico.org.uk

Telephone:

0303 123 1113

19. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, technology or Club operations.

The latest version will always be published on our website.

Our Supporter Data Promise

At Raynes Park Vale FC, trust is incredibly important to us.

We believe your personal information belongs to you.

That's why we promise:

- We will never sell your personal information.
- We will never freely pass your details to sponsors or commercial partners.
- We will only contact you with information we genuinely believe is relevant and valuable.
- We will always respect your communication preferences.
- We will only share your information where it is necessary to provide the services you have requested or where we are legally required to do so.
- We will use your information to build a stronger football club and a better supporter experience—not simply a bigger database.

Your trust matters to us, and we'll work hard every day to earn it.

Contact Us

Raynes Park Vale FC

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Thank you for supporting Raynes Park Vale FC. Together, we're building a thriving football club and community that is open, welcoming and built on trust.