



Ulster Hockey Privacy Policy

Introduction

Your privacy is extremely important to Ulster Hockey and we are fully committed to providing you with clear and transparent information about how we use your personal information. We value the trust you give us when sharing your personal information and will ensure robust measures are in place to keep your information secure and will only use it for the purposes outlined in this policy.

We understand that we are operating in an ever changing environment and we will review this policy regularly to ensure it is up to date.

About Us

Ulster Hockey is a not for profit membership organisation and the governing body for hockey in Ulster. Ulster Hockey is member of Hockey Ireland, which is recognised by the International Hockey Federation as the regulating and governing Body for hockey on the Island of Ireland (including the Republic of Ireland and Northern Ireland).

What this Privacy Policy explains

- What information we collect about you
- Where and how we store personal information we collect about you
- How we use information about you for contractual purposes
- How we use information about you for legitimate purposes
- How we use your information for statistical purposes
- Other lawful reasons for using information about you
- Why we share information about you
- Marketing
- Your rights in respect of your personal information

1. What information we collect about you

We will collect information that we need to provide services to you and to promote hockey in Ulster, but it is your choice whether you provide all the information we have requested. Not providing information may affect our ability to provide all of our services to you.

The following is the type of information we will collect about you, although the extent of information we collect will vary, depending on the purpose.

- Your name (and the name of the individual you are acting on behalf of, if



- they are under 18) and preferred title;
- Date of birth;
 - Gender;
 - Contact details (telephone, email and postal address);
 - Confirmation of the role(s) you undertake in the sport eg parent, player, coach, umpire, official role in the club.
 - Payment and transactional information (if you are paying directly for a course/camp or if Ulster Hockey will be paying you to provide a service on our behalf);
 - Name of club/school to which you/your child are attached (if this is required);
 - Details of qualifications/awards that you hold and training you have undertaken (if this is relevant);
 - References;
 - The nature and level of participation in the sport;
 - Sensitive information in relation to health and dietary requirements (as required eg for courses/camps and representative teams), or offences, criminal convictions;
 - Sound and visual images.

2. Where and how we store personal information we collect from you

As part of the services offered to you through the website, the information you provide to us may be transferred to and stored at a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us or one of our suppliers or contractors.

Territories outside of the EEA may not have equivalent legal protections to those that apply within the EEA but we are under a duty to make sure that our suppliers and contractors located outside of the EEA continue to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy. By submitting your personal data to us, you agree to this transfer, storing and processing.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We have put in place security procedures to ensure that your personal information is not damaged, destroyed or disclosed to a third party without your permission and to prevent unauthorised access to it. The computers that store the information are kept in a secure facility with restricted physical access and we use secure firewalls and other measures to restrict electronic access. If we are working with third parties we will require them to have in place similar measures



to protect your information.

Only employees or volunteers who need access to your information to perform a role in Ulster Hockey are permitted to collect the information and are granted access to personally identifiable information.

We are not responsible for websites we link to

Our website contains links to websites operated by third parties. We have no control over their individual content. We therefore make no warranties over representations as to the accuracy of completeness of any of the information appearing in relation to any linked websites. The links are for your convenience only. We do not recommend any products or services advertised on those websites. If you decide to access any third party website linked from our website you do so at your own risk.

Ulster Hockey may use “cookies” to help you organise your online experience. A cookie is a text file that is placed on your hard drive by a web page server. Cookies cannot be used to run programmes or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to save you time. The purpose of a cookie is to tell the server that you have returned to a specific page. For example, if you visit the Website pages, or register with the Website site or services, a cookie helps the Website to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Website, the information you previously provided can be retrieved, so you can easily use the Website features that you need.

We may use any of the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

Analytical/performance cookies. They allow us to recognize and count the number of visitors and to see how visitors move around the Website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognize you when you return to the Website. This enables us to organize our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies. These cookies record your visit to the Website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.



Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services, online payment systems, the online shop or competition management systems) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to access all or parts of our site or to fully experience the interactive features of the Ulster Hockey services or websites you visit.

3. How we use information about you for Contractual Purposes

We will use personal information to provide you with our services and to enable you to effectively undertake a role you have consented to undertake directly with Ulster Hockey or as part of a club or school affiliated to Ulster Hockey. This includes roles such as employees (present, past and potential), a member of the Ulster Hockey Board and Committees, Umpire Panel Member, coach/Manager of Ulster Squads. It also includes those we work with as part of a business or partnership arrangement.

Clubs and schools will provide us with personal information on key roles within their school or club. This information enables us to communicate with club and school officials to provide core membership services, including access to voting, information on our services, consultation etc. It also enables us to support individuals and groups to undertake their roles in the sport and us to deliver on contractual and legal obligations.

4. How we use information about you for legitimate purposes.

We process information about you where we have a legitimate interest to do so – for Ulster Hockey this interest is the delivery and promotion of Hockey in Ulster and Ireland. In some cases this may require us to collect additional information from you or from other sources. The purposes include:

- **To respond to questions, comments, complaints and support needs you raise in person or by telephone, email or letter or via our website.**
- **To provide and promote Ulster Hockey and Hockey Ireland competitions**

When you join a club to play hockey in Ulster Hockey competitions or events, we need to collect information about you. Some of this information will normally be provided to us by your club. Schools may also provide us your information as part of the running of school competitions. We collect information on players to ensure you are playing in the correct competition category and are eligible to participate in the relevant league or cup competitions.



Photography and media coverage may happen at all Ulster Hockey events by Ulster Hockey approved photographers, staff, volunteers and journalists. Events may also be videoed and/or live streamed.

Images taken at our events, social media coverage and reports written by us or at our request, may be used by Ulster Hockey for the purposes of promotion, education and the development of the sport. They may also be shared with relevant third party organisations eg Sport NI, Hockey Ireland the media for promotional/journalistic purposes.

Your club may also take photographs and report on matches in line with its own privacy policy, and share these with us.

The results of Ulster Hockey competitions may be provided on our website and through our contract with Fixtures Live and through articles. Key players such as goal scorers may be named when reporting on Ulster Hockey competitions.

- **To provide opportunities for players to be nominated and selected for Ulster hockey talent and performance programmes.**

We will ask clubs and schools to nominate players for player development programmes and Ulster representative teams. Occasionally coaches will directly nominate a player if they have been missed by a School or Club. Once a player is on the Ulster Hockey player pathway programmes we will normally request personal information directly from the player, parent/guardian to enable us to arrange and manage assessments, training sessions, travel to and participation in competitions.

- **To provide a range of Ulster Hockey Services and Programmes**

We also need to collect information if you register directly, or you register on behalf of a child under the age of 18, for any of our events eg camps, coach/umpire/volunteer training and education opportunities.

Additional notices about the information about you that we collect and how we will use it will be provided to you at the point that you are invited to participate in, register for or access any of the above activities or services.

- **To understand members needs and monitor the nature and level of Participation in hockey to help develop our services and for funding purposes.**

We need to understand how people engage with our sport in order to develop, monitor and evaluate our strategy. We receive public funding to support a range of programmes and we must provide information to our funding partners to demonstrate that we have achieved the agreed targets. Generally information is provided in an anonymised format; we will advise you when this is not the case.

- **To send you information that we think will be of interest to you,**



including from our partner organisations. We may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your personal data is not transferred to the Third Party without your express consent.

To invite you to participate in Ulster Hockey research

Sometimes we invite our members to participate in research to help us understand your views and needs and to develop our services. On occasion we may ask external research companies to carry out this research on our behalf, or we may agree to participate in research being undertaken by a third party, eg Sport NI or NI Sports Forum. You may be contacted by email inviting you to participate.

- **To invite you to an Ulster Hockey event as an award winner or guest**

We like to recognise the efforts made by individuals as players or in supporting others to take part and have a positive experience in our sport. We hold an annual awards dinner and invite our registered clubs and affiliated schools to nominate individuals who have made a significant contribution to the sport and provide information to support the nomination. We will use the information provided to prepare a short list and select the winners who may be contacted directly by us or through the nominating individual/organisation.

- **To invite you to tutor, assess, coach, umpire, officiate, volunteer at Ulster Hockey events in line with your qualifications, awards, performance or role.**

- **To verify that you have completed any training and suitability checks relevant to the role you undertake .**

If you undertake a role in Ulster Hockey where you are required to complete safeguarding training or an Access NI check, we may need to request evidence of both and will maintain a record of when you completed training and when it needs to be refreshed. We also maintain a record of any other training and professional development you have completed under Ulster Hockey. This enables us to:

- report and verify statistical information that we have to provide to funders;
- invite you to undertake appropriate roles in the organization and,
- invite you to further development opportunities relevant to you stage of development.
- provide you with your own record of achievement should you ask us for it.

- **To respond to complaints, concerns or allegations about anyone involved in the Ulster Hockey activity or delivery.**

If we receive a complaint, concern or allegation, we create a case file



containing the details of the matters raised. The file normally contains not only the identity of the complainant but also the other individuals involved in the complaint and other relevant non-personal information.

We will only use the personal information we collect to investigate and respond to the case and to monitor the service we provide. We usually need to share the complainant's identity with whoever the complaint is about and in many cases this will be clear from other details provided in the complaint. If a complainant does not want information identifying him or her to be disclosed, we will try to proceed but it is often not possible to handle a complaint on an anonymous basis.

Where a complaint is extremely serious, we may work jointly with Hockey Ireland and potentially a third party and may need to suspend membership of the person under investigation pending the outcome of enquiries. This information will be restricted and only shared on a need to know basis. We may share limited but adequate information through the welfare officers of the relevant club or school to ensure our members are protected.

In some cases Ulster Hockey may take disciplinary action against a member. These proceedings are normally held in private but we may publish the outcome of the proceedings where there is a legitimate interest that overrides the interest of the individual in keeping the outcome private.

We may compile anonymous statistical reports showing information like the number and type of complaints and disciplinary processes and the outcomes. Occasionally we will use information provided in complaints to develop case studies for learning and development purposes. We will be very careful to ensure that any information that could identify a person involved in the case will be removed or changed to preserve anonymity.

You have the right to object to any of the processing we undertake based on legitimate interests. Please bear in mind that if you object, this may affect our ability to carry out the tasks above for your benefit.

5. How we use your information for statistical purposes.

Currently we collect information on the club membership, gender and age profile of our membership which will help us to know the playing and gender profile of our sport. We keep information on an individual confidential and only share it in a statistical format with our funders or national governing body.

Accurate information on the profile of those involved in our sport helps us identify areas of under-representation. This information is important in helping us identify where we need to target initiatives and inclusion strategies.



6. Other Lawful Reasons for Using Information About You

We may need to process information about you to comply with a legal or statutory obligations. This includes but is not limited to:

- as part of our response to any accident or incident in an Ulster Hockey environment;
- accounting, auditing, compliance, employment and administration practices;
- to maintain records of amendments to consents and to create suppression lists to ensure people who object to processing are excluded from the relevant processing activity.

We may also need to use information about you relating to the above activities to execute or defend legal claims.

7. Why we share information about you

We have a legitimate interest in sharing your personal information with our partner organisations, Hockey Ireland, the Connacht, Leinster and Munster branches and our affiliated club/schools to ensure the sport is safe and well governed. Information may be shared with other organisations for the following purposes:

- **Competitions and Events**

If you are selected by Ulster Hockey to participate in a competition or event that is being managed by another associated organisation eg Hockey Ireland, Youth Sport Trust, we will confirm with the organiser the information that is required to ensure that you meet the eligibility criteria to take part in the event. Any information shared will be limited to what is strictly necessary to achieve this purpose. This may include name, DOB, qualifications, standard of performance and confirmation that you meet any relevant compliance/safeguarding requirements.

We normally announce squad selections and may refer to individual players through our website and other social media channels.

- **Awarding Body for qualifications**

If you register for a coaching course where the qualification is assessed and awarded by an external awarding body eg Coaching Ireland or Sport NI, we will need to share your name, date of birth and any special requirements with the awarding body. We will also need to share your information with the course tutor and assessor to administer your course and assessment.

- **Statutory/regulatory authorities and other organisations**

On occasion it may be necessary to share information with bodies such as the Health and Safety Executive, Information Commissioners Office, NSPCC, Access NI, PSNI or social services. We may also share information with other relevant organisations to safeguard children and vulnerable adults. Any information that is shared will be strictly limited to what is required to ensure children and vulnerable adults are protected from harm and will be carried out in accordance with the law and relevant government guidance.



- **Funders Professional and Legal Advisers**

We may share personal information with funders and legal advisers for the purposes of fraud protection.

- **External Service Providers who are contracted to provide specific services on behalf of Ulster Hockey**

We may use the services of a third party provider to help us in certain areas such as electronic communications, book keeping, payroll, printing, club support services, photography, media coverage, deliveries and market research. In some cases we may be required to share your personal information such as your contact details with the external provider. We limit the personal data that we share to the minimum required to provide the service and the provider will only be able to use personal data for the specific purposed for which it was shared.

8. Marketing

With your consent we will use your email address to send you the latest news and information about hockey that we believe may be of interest you.

These communications will include newsletters, information about opportunities, products, services and relevant information from our partner organisations.

We use MailChimp, a US-hosted third party provider to send out our marketing communications who are certified as adhering to the EU-US Privacy Shield. For more information please see MailChimp's privacy notice - <https://mailchimp.com/legal/privacy>

If you agree to any of the above marketing and later change your mind you can opt out by using the unsubscribe link at the end of the electronic communication. This will unsubscribe you from all marketing communications.

9. Your Rights in Respect of Your Personal Information

Accessing your personal information

You have the right to see the personal information we hold about you. This is called a Data Subject Access Request (DSAR). You can request a copy of the personal information that we hold by writing to us at the address below. Alternatively, if you agree we will try to deal with your request informally for example by providing you with the specific information you need over the phone.

If we do hold information about you we will:

- describe the information we hold and tell you why we are holding it;
- tell you who it could be shared with;
- provide you with a copy of the requested information in an easy to understand format.

Objecting to the processing of your personal information.



You have the right to object to any of the processing we undertake either verbally or by contacting us in writing at the address below. We will respond to your objection within one calendar month of receiving it.

Rectification and Erasure

If we do hold information about you can ask us to correct or amend any inaccurate or incomplete information by contacting us in writing at the address below. We will either make the requested amendments or provide an explanation as to why we are not making changes.

Retention

Personal information you submit to Ulster Hockey will be retained for no longer than is necessary to perform the operation for which you have agreed to the submission of the information. At the point where we collect your personal information we will provide you with the defined period of time reference that we intend to hold the data.

We need to retain sufficient information about you in the event of an insurance claim in the future so that we can identify you and confirm that you were engaged with us in the relevant capacity for the relevant period. We may need to retain other information to comply with legal or statutory requirements. As the reason for retaining certain types of information varies, the retention periods can vary significantly. Please contact us directly if you require further information on specific retention periods.

10. How to Contact us.

If you want to request information about our privacy policy or have any questions or concerns about your personal data, you can email or write to us at:

Ulster Hockey
Unit 5G Stirling House
Castlereagh Business park
478 Castlereagh Road
Belfast BT5

admin@ulsterhockey.com