

Planet Penguin Football Foundation - Customer Privacy Policy

What information do we collect about you?

We collect information from you when you complete the relevant online club registration form.

The data we collect includes: your name, date of birth, address, telephone, email, emergency contact details, disability, ethnicity and relevant medical information. We ask that you accept our terms and conditions. We also ask for your consent to a) process your data and b) contact you in accordance with GDPR.

We collect Tracker information for Planet Penguins Football Foundation (PPFF) players to monitor progress over time.

PPFF registration forms will be stored by the club on their secure password protected database.

For our Volunteers, we retain the volunteer application form which asks for your name, date of birth, address, email, phone number, the names of two referees, emergency next of kin information and details of your experience with football coaching and people with disabilities. We will retain two electronic email references and, for those over 16 years, a copy of your enhanced DBS certificate which is required to meet FA regulations. We may also record any training that you have undergone whilst volunteering with us

How will we use the information about you?

We will sometimes use the data you have provided to contact you about your enquiry/booking or with relevant information about the service we offer at Planet Penguin Football Foundation. We will use your emergency contact details to contact your next of kin in case of any accident/injury or illness that may occur during one of our training sessions. We ask for the nature of any disability/medical conditions you may have so that we can offer you/the player the appropriate level of support and assistance.

For Volunteers, we will contact you via our volunteer's WhatsApp group to let you know the sessions running for the week ahead and the help we require, plus any important information.

We will never disclose any information about you to any third party or company, unless we are required to do so by law.

Payment information

Sensitive payment data is never handled by Planet Penguin Football Foundation. Payments made via the online booking system are handled securely by Stripe (global payment processing platform) and PPFF do not have access to this information.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. We want to make sure that the information we hold is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

Retention of data

Once you are no longer involved with Planet Penguin Football Foundation, we will securely retain your data for 3 years.

How to contact us

If you have any questions about our Privacy Policy or information we hold about you, please contact Victoria Cockram-Smith, PPFF: info@planetpenguinfootballfoundation.com.