

**Appendix No**  
**RACQUETBALL ASSOCIATION OF IRELAND**  
**PRIVACY NOTICE FOR OUR MEMBERS**

The Racquetball Association of Ireland want to make sure all the personal details we hold about you are safe and secure, so we have put together this note to tell all members of affiliated clubs, and all participants in racquetball who are not club members, how we make sure we just do that and what to do in case you have any questions for us or want to see what information we have. The General Data Protection Regulation ('GDPR') is applicable from 25th May 2018 and is designed to give individuals more control over their personal data.

**1. WHAT TYPE OF DETAILS DO WE COLLECT FROM YOU?**

We might collect the following personal details about you during before, during or after your time as a member, such as:

- details of how we can contact you, such as your name, email address, where you live and phone number;
- your year of birth;
- your gender;
- membership details including when you signed up to be a member of a racquetball club and any date you decide to leave;
- all records of when you contacted us or we contacted you on the phone or by email or when you asked us to do something;
- any bank details belonging to you, (or to your parents or guardian if you are a Junior member) so that we can receive payments from you, make payments to you and record details of any payments made;
- records that tell us when you were at our events or competitions and how you performed; and videos and photos of you.
- Also, if you are a junior participant who competes as part of a national or regional team, we may also collect your passport or other ID details, to facilitate travel arrangements if necessary;
- records of whether you take part at a club or at a national level;
- details of family members, coaches and other people we might need to contact in case of an emergency;
- records of your rankings, including any competition results, which events you have attended and how well you are performing at international, national and regional events;
- any details of any issues you have with us or we have with you;
- any details we need to assess whether you are the right person to receive a scholarship or grant; and details of medical conditions which we might need to know to ensure your safety and wellbeing in the event that you are travelling with a team or participating on a training event.

**2. FROM WHERE DO WE GET YOUR INFORMATION?**

We will normally collect personal information about you when you enter a racquetball competition run by the Association or run by one of our clubs or when you contact us by email or phone. If you are a participant in racquetball we may collect details about you from any club you are a member of, or from the organisers of a competition that you took part in, or your coach may have given us some information about you.

- We gather contact data, e.g. name, email address, phone no. to send you information about competitions, training events. Communicate with you if you have any specific queries regarding the sport or the association. We need all this information to give you information on the sport and answer your queries promptly.
- We gather club membership details to understand how the clubs are developing and to manage our relationship with you and the clubs. We need all this information to make sure that we understand how the sport and the clubs are developing so that we can support the development of the sport.
- We gather event performance data and your grade details to let you know how you performed at an event. To assess performance particularly for selection of international teams. To make sure that the events are fair and appropriate to the grade and division. We need all this information to make sure we do a good job in managing events, selecting teams and promoting the sport.
- We gather emergency contact details to contact the relevant person if there is an incident or emergency. It is necessary to make sure that you have the appropriate help and support if there is an incident.
- We gather drug testing data to ensure that all athletes are competing fairly. We need to make sure that competitions are fair for all.
- We gather event photos and videos to promote events and the sport of racquetball. We work to promote the sport of racquetball so we need to let people know about upcoming events and what type of activity they can expect.
- We gather communication emails to answer any queries that you may have regarding the sport. It is in our and your interests that we answer any questions and resolve any issues promptly.
- We gather details about how you use our website to protect our IT systems. It is in our interests to make sure that our IT systems are safe and secure for everyone to use.
- We gather identity data as we may need to get this data if you are travelling as part of an international team. We may need this information to assist you travelling to a competition abroad.
- We gather specific health data so that we are aware of any particular health issue that might affect you particularly if you travelling as part of a team or participating in a competition or a training event. We need this information to make sure we can give you the appropriate assistance if you have a particular problem or if you become unwell.
- We gather contact data, e.g. name, email address, phone no. and other necessary information for the purpose of Garda vetting members.
- We gather payment information\*\* as you might need to pay the RAI if you are entering a competition, paying membership, paying insurance or travelling to a competition abroad or participating in a training event. We may need to pay you if you are eligible for a grant or if you have paid us too much. We need all this information to make sure that we can make payments and know who has paid us.

*\*\*Generally for payments we use third party payment merchants such as Stripe to process membership and insurance payments. In the event of an overpayment by a member we may request bank details to make a refund. Bank details are deleted immediately after refunds are made.*

### **3. HOW DO WE USE YOUR INFORMATION?**

To administer the membership details of the Racquetball Association of Ireland and its associated Clubs

- To promote and organise the sport of racquetball in Ireland.
- To organise competitions, training, and camps.
- For coaching, education and player development reasons.
- To enable you enter into competitions in other countries when you wish to do so.

- For Garda Vetting and child safety purposes.
- To operate the Racquetball Association of Ireland web site and deliver the services you have requested.
- To inform you of other products or services available from the Racquetball Association of Ireland and its affiliates.
- To contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered
- To contact you on behalf of external business partners about a particular offering that may be of interest to you (your personal data i.e. e-mail, name, address, telephone number is not transferred to the third party except when requested by you).
- In addition, the Racquetball Association of Ireland may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to the Racquetball Association of Ireland, and they are required to maintain the confidentiality of your information

#### **4. HOW CAN YOU STOP US FROM CONTACTING YOU?**

We will not send you any information for commercial direct marketing and we will not share your details with any third parties unless it is, for example, to allow a courier or delivery company to deliver something to you on our behalf.

Sometimes we may wish to contact you by email or text message to tell you about things we think you might like: for example, particular racquetball competitions, training events or to alert you to competition closing dates or selection opportunities.

We will only do this if you have told us you are happy to receive these messages and you can tell us to stop at any time by contacting [info@racquetball.ie](mailto:info@racquetball.ie)

#### **5. WHO ELSE MAY USE YOUR DETAILS?**

Organisations that help us; such as couriers, or companies that help us to deliver things to and from other parts of the country or overseas.

**The Government or our regulators:** where the law tells us to do so or to help them with any investigations.

**Law enforcement and security services:** to help them with any investigation, prevention of crime or matter of national security.

If you are chosen for international competition or are taking part in a training camp or other activity organised by the Racquetball Association of Ireland, it may be necessary to give some of your details to the organisers of these events, which may be in Ireland or elsewhere. We will only do this with your consent. However, if we do not have your consent for this, it will limit the services we can provide for you in relation to racquetball.

#### **6. ARE YOUR DETAILS SAFE?**

The security of your data is a priority for the Association and we are committed to respecting your privacy rights. We will make every effort to handle your data fairly and legally at all times. We will be transparent about what data we collect from you and how we use it.

All 'data controllers' based in the European Union like us are subject to laws that make sure that your personal details are safe. Sometimes some of your personal details may be transferred to and stored in countries outside of the EU, which are not subject to the laws that make sure your details are safe. If this happens, we will do everything we can to make sure that your details are only used in the way we say they will be and are kept secure.

#### **7. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?**

We collect personal details from you for different reasons and so we might keep it for different lengths of time. For example, we might have to keep it for a long time for legal reasons, but most of the time, we will keep your details for 7 years after you last get in touch with us.

It is important to make sure that the details we hold about you are accurate and up-to-date, so make sure you let us know if anything like your email address or phone number changes by emailing [info@racquetball.ie](mailto:info@racquetball.ie)

## **8. WHAT ARE YOUR RIGHTS?**

Did you know you can ask us to do lots of things with your details?

You can ask us:

- to tell you how your details are being used;
- to provide you with a copy of all details we hold on you;
- to correct some of the details we hold if they are not correct or out of date like your contact details for example;
- to delete all of the details we hold on you (unless we have a good reason not to); and to stop using your details in a certain way.
- Some of the rights may not always apply to the personal details we hold for you as there are sometimes requirements and exemptions attached which means we need to hold on to certain information and other times the rights may not apply at all.

## **9. DATA SUBJECT ACCESS REQUEST**

You should contact [info@racquetball.ie](mailto:info@racquetball.ie) if you wish to receive a copy of your personal details held by the RAI. The details will be provided to you as soon as is practicable but no later than 40 days after receiving the request for the details. Please be as specific as possible in relation to the personal data that you wish to access. The RAI will require you to provide evidence of your identity, this is to ensure that the personal data is provided to the correct individual.

There is no cost to you for the access request unless the association deems that the request is manifestly unfounded or excessive. In this case, the RAI will advise you why the request was deemed to be manifestly unfounded or excessive.

## **10. DATA BREACH**

The RAI maintains and shall continue to maintain an 'Operational Event Log'. Any breaches or suspected breaches shall be recorded in the log. In the event of a personal data breach, the RAI shall notify the personal data breach to the Data Protection Commissioner no later than 72 hours of having become aware of the breach. The IOA will use the standard 'Data Breach Notification Form' as published on the <https://dataprotection.ie> website. The RAI will also seek to advise the individual(s) affected of the breach within 72 hours unless the following conditions exist:

- a) There were appropriate technical protection measures in place to render the personal data unintelligible to any person who is not authorized to access it, such as encryption; and
- b) There is no high risk to the rights and freedoms of the data subjects

## **11. COOKIES**

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We use both "session" cookies and "persistent" cookies on the website. We will use the session cookies to: keep track of you whilst you navigate the website; We will use the persistent cookies to: enable our website to recognise you when you visit;

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We may use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one.

## **12. WHAT HAPPENS IF WE NEED TO CHANGE THIS NOTICE?**

Keep an eye out for changes to this notice online. If we make big changes the version date at the bottom of the notice will be updated. Of course where we are required to do so by law, we will ask for your permission before we change the reason for using your details.

## **13. HOW CAN YOU GET IN TOUCH?**

If you have a question or complaint, you can always get in touch with us at [info@racquetball.ie](mailto:info@racquetball.ie)

The Data Protection Commissioner's Office provides extensive information and practical guidance on Data protection on its website, [www.dataprotection.ie](http://www.dataprotection.ie), and clubs should inform themselves further of their obligations by reviewing that site.

If you have any concerns about Data Protection or feel that a breach of Data Protection legislation has occurred, you should raise these concerns immediately to the Data Protection commissioner as soon as possible.

Also see Complaints Procedures

**Dated 4th June 2021**

Document Reviewed\* [date]

\*This document is to be reviewed every three years or whenever necessary.