

MT13 LTD – WEBSITE PRIVACY NOTICE

INTRODUCTION

This is MT13 Ltd's privacy notice.

MT13 Ltd respects your privacy and is committed to protecting your personal data. In this privacy notice we inform you of how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This privacy notice is provided in a layered format so you can click through to the specific areas set out below. Please also use the Glossary to understand the meaning of some of the terms used in this privacy notice, if you need to.

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1. IMPORTANT INFORMATION AND WHO WE ARE

PURPOSE OF THIS PRIVACY NOTICE

This privacy notice aims to give you information on how MT13 Ltd collects and uses your personal data through your use of this website, including any data you may provide through this website when you follow our blog, opt in to receive our newsletter or purchase a product or service.

It is important that you read this privacy notice together with any other privacy or other notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

CONTROLLER

MT13 Ltd is the data controller and responsible for your personal data (collectively referred to as "we", "us" or "our" in this privacy notice).

CONTACT DETAILS

Our full details are:

Full name of legal entity: MT13 Ltd

Email address: admin@mt13.co.uk

Registered office address: 1 Saxons Lea, Pickwell, Melton Mowbray, Leicestershire, LE14 2PL.

Trading address: Highfields Pavilion, University Boulevard, Nottingham, NG7 2PS.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

CHANGES TO THE PRIVACY NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

This version of our privacy policy was last updated on 31 August 2018.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your connection with us.

THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. THE DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes your first name, last name, username or similar identifier, your image in photographic and/or video form, title, date of birth and gender.
- **Contact Data** includes your emergency contact's name, email address and telephone number, your billing address, delivery address, email address and telephone numbers.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses and any player report we may create about you.
- **Usage Data** includes information about how you use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

"Special categories" of particularly sensitive personal data, such as information about your health, and the personal data of children require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data.

We may process **special categories of personal data** and the **personal data of children** in the following circumstances:

- In limited circumstances, with your explicit written consent, or in the case of a child with the explicit consent from whomever holds parental responsibility for them.
- Where it is necessary for performing or exercising obligations or rights in connection with a contract we have entered into with you.
- Where our use of your personal information is necessary to protect your or someone else's life (vital interests).
- Where we need to carry out our legal obligations.

We will use information about your physical or mental health (for example any allergies you have and/or medical conditions), or disability status, to ensure your health and safety and to assess your fitness to participate in our activities, and to provide any necessary appropriate adjustments. We need to process this information to comply with our legal obligations and perform our obligations in connection with our contract with you.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where

it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public. On rare occasions, there may be other reasons for processing, such as it is in the public interest to do so.

We do not collect any **Special Categories of Personal Data** about you concerning your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, or genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may originate from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

Photographs and digital images (including video)

We use photographs and digital images for a variety of purposes. These include, but are not limited to:

- Capturing development and progress in skills (for example, to assist in creating player reports)
- Recording and promoting our activities on our website and sometimes in other printed publications and social media
- Marketing materials and other publications focussed on promoting MT13 Limited and our activities

Where images of children or other participants are used in public areas or made available online via publication on our website, we will always seek prior consent.

IF YOU FAIL TO PROVIDE PERSONAL DATA

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3. HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect data from and about you including from:

- 3.1 **You directly.** You may give us your Identity, Contact, Transaction, Profile, Marketing and Communication Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - make an enquiry via our Contact us form;
 - apply for our products or services;
 - create an account on our website;
 - subscribe to our service or blog;
 - confirm your marketing and communication preferences;
 - enter a competition, promotion or survey; or
 - give us some feedback.
- 3.2 **Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical and Usage Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our cookie policy for further details.
- 3.3 **Third parties.** We may receive personal data about you from various third parties as set out below:
 - Technical and Usage Data from analytics providers.
 - Contact and Transaction Data from providers of technical, payment and delivery services, for example if you make a purchase via our website.
 - Identity and Contact Data from your school or sports club.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where to need to respond to your query or provide you with information that you have asked us to provide.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where our use of your personal information is necessary to protect your or someone else’s life (vital interests).
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending marketing communications to you via email. You have the right to withdraw consent to marketing at any time by Contacting us.

WHAT WE WILL USE YOUR PERSONAL DATA FOR

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please Contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To respond to an enquiry you make via our website	(a) Identity (b) Contact	(a) Necessary for our legitimate interests (to respond to your request/enquiry as a potential customer of ours, to grow our business and to inform our marketing strategy) and/or (b) in anticipation of entering into a contract with you
To register you as a new customer	(a) Identity (b) Contact (c) Profile	Performance of a contract with you
To carry out our obligations arising from any contracts entered into between you and us and to process and deliver your order including: (a) Manage payments, fees and charges (b) Deliver the coaching or products you have purchased (c) To protect your health and safety while delivering coaching services to you (d) Collect and recover money owed to us	(a) Identity (b) Contact (c) Transaction (d) Profile (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to provide a first class service and to recover any debts due to us) (c) Necessary to protect vital interests
To manage our relationship with you which will include:	(a) Identity (b) Contact	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation

(a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(c) Profile (d) Marketing Communications	and (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To enable you to provide feedback or complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical (d) Usage	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content to you and measure or understand the effectiveness of the content we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you (marketing)	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Marketing Communications	Necessary for our legitimate interests (to develop our products/services and grow our business)
To provide you, or permit selected third parties to provide you, with information about promotions and services we feel may interest you	(a) Identity (b) Contact (c) Technical (d) Transaction	Necessary for our legitimate interests (or those of the selected third party) to develop our products/services and grow our business

	(e) Profile	
	(f) Usage	
	(g) Marketing and Communications	

MARKETING

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

PROMOTIONAL OFFERS FROM US

We would like to send you information about our products and services, competitions and special offers, news and other information which we think may be of interest to you. We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us or if you provided us with your details when you subscribed to our blog and, in each case, you have consented to receiving that marketing.

THIRD-PARTY MARKETING

We will get your express opt-in consent before we share your personal data with any other company or business for marketing purposes.

WITHDRAWING YOUR CONSENT (OPTING OUT)

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by *Contacting us* at any time.

Where you withdraw your consent to receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, product/service experience or other transactions.

COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our *Cookie Policy*.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please *Contact us*.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. SHARING YOUR PERSONAL DATA

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

- Service providers acting as processors who provide IT and system administration services to us.

- Professional advisers acting as processors or joint controllers including business advisers, lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services to us.
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances.
- Schools and sports clubs acting as processors or joint controllers, for example, any player report that we may create about you based on your experiences with us.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

Many of our external third parties are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see [European Commission: Adequacy of the protection of personal data in non-EU countries](#).
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see [European Commission: Model contracts for the transfer of personal data to third countries](#).
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see [European Commission: EU-US Privacy Shield](#).

Please [Contact us](#) if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

7. DATA SECURITY

All information you provide to us is stored on our external third party service providers' servers in the UK, the US, and the EU.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

8. HOW LONG WE KEEP YOUR PERSONAL DATA

HOW LONG WILL YOU USE MY PERSONAL DATA FOR?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including Contact, Identity and Transaction Data) for seven years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see *Request erasure* below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. Please click on the links below to find out more about these rights:

- [\[Request access to your personal data\]](#).
- [\[Request correction of your personal data\]](#).
- [\[Request erasure of your personal data\]](#).
- [\[Object to processing of your personal data\]](#).
- [\[Request restriction of processing your personal data\]](#).
- [\[Request transfer of your personal data\]](#).
- [\[Right to withdraw consent\]](#).

For further information on each of those rights, including the circumstances in which they apply, please see our Glossary and the Guidance from the UK Information Commissioner's Office (ICO) on [individuals rights under the General Data Protection Regulation](#).

If you wish to exercise any of the rights set out above, please *Contact us*.

NO FEE USUALLY REQUIRED

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

WHAT WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

TIME LIMIT TO RESPOND

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. GLOSSARY

10.1 LAWFUL BASIS

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by [Contacting us](#)

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

10.2 YOUR LEGAL RIGHTS

You have the right to:

Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it. Please Contact us if you wish to request access to your personal data.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us. Please Contact us if you wish to request correction of your personal data.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request. Please Contact us if you wish to request erasure of your personal data.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms. Please Contact us if you wish to object to processing of your personal data where we are relying on a legitimate interest (or those of a third party).

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it. Please Contact us if you wish to request restriction of processing of your personal data.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you. Please Contact us if you wish to request the transfer of your personal data.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to

you. We will advise you if this is the case at the time you withdraw your consent. Please Contact us if you withdraw consent at any time where we are relying on consent to process your personal data.