

Chess Entries 4 All Website Privacy Policy

Introduction

This website is operated Mmes Billington-Phillips.co and we are a controller for the purposes of the Data Protection Act 1998 and the EU General Data Protection Regulation 2016/679. This means that we are responsible for, and control the processing of, the personal information you provide to us when using this website in accordance with this privacy policy.

We understand that parents/ guardians/ chess players care about the use and storage of their personal information and we value your trust in allowing us to do this in a careful and sensible manner. We have created this privacy policy statement in order to demonstrate our commitment to the privacy of our parents/ guardians/ chess players.

By using Chess Entries for All, our website, telephoning, emailing or texting us you are acknowledging that we are processing your personal information and, where necessary consenting to such practices, as outlined in this statement.

Personal information which we collect

We collect personal information about you (and others if their personal information is provided by you) when you:

- (a) make or manage a booking either personally or through another;
- (b) register or alter details for our accounts;
- (c) request a leaflet;
- (d) post material to our website;
- (g) register at one of our clubs, courses or tournaments;
- (h) raise a complaint or dispute with us;
- (i) speak to one of our team;
- (j) participate in competitions;
- (k) and / or use our website and customer applications in any other way.

The personal information collected in the above manner may include the following about you (and others if their personal information is provided by you):

- (a) full name;
- (b) postal address;

- (c) email address;
 - (d) telephone number;
 - (e) payment details;
 - (f) geo-location;
 - (g) machine identifiers (such as IP addresses);
 - (h) dispute resolution information;
 - (i) disability and health information;
 - (j) supplementary information (dietary and other preferences and special requirements);
 - (k) voicemail recordings.
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Personal information provided by third parties

We may receive information about you from other sources (such as the Delancey UK Schools Chess Challenge), which we will add to the information we already hold about you in order to help us provide our services in accordance with your requirements and to ensure that the quality of data we have on your account(s) is maintained properly.

How we use your information

We will collect personal information:

1) in order to take the necessary steps in preparation of, or to fulfil our obligations under, a booking contract:

a) Bookings and payments – provide communications about bookings and services being provided to you (and others if their personal information is provided by you);

b) Bookings and account updates – send details of new, amended or cancelled bookings or our account details and changes – usually via email;

c) Update you on matters affecting your booking – contact you (and others if their personal information is provided by you) in the event of a change that affects a booking or any data or personal information you have provided us with, such as changes to terms and conditions of booking or this privacy policy;

d) Website service communication – provide notifications of any changes to our website or to our services that may affect you (and others if their personal information is provided by you);

e) To provide assistance in completing bookings – send reminder emails to continue with a booking which you inquired about, but is not paid and completed;

f) Maintain accounts – to update our records, create and maintain your account.

2) with your consent:

a) Upcoming Events – inform you about upcoming chess events and other services that may be of interest;

b) Maintain records indicating your consent to status – to ensure we accurately reflect your wishes when communicating to you.

3) in our legitimate interest * improve our services:

a) Market research – to contact you (and others if their personal information is provided by you) to ask about the experience you had with one of our chess events;

b) Product and service improvement – to improve our services.

4) in our legitimate interest * to protect against fraud:

a) Website improvement and fraud prevention – improve our websites and prevent or detect fraud or abuses of our websites.

5) in order to meet our legal obligations:

a) Taxation – ensure we meet our tax and other regulatory obligations;

b) Registration – ensure local jurisdiction regulations are complied with (where registration is necessary in such jurisdictions).

* any reliance on legitimate interest shall not prejudice your interest or fundamental rights and freedoms.

Marketing

We may periodically send promotional material to you about new services, chess courses, chess tournaments, chess clubs, special offers or other information which we think you may find interesting based on the profile we have created about you to the email addresses and phone numbers which you have provided.

If these are similar to services and bookings previously supplied by us to you, we will assume, under our legitimate interests to promote similar services, that you are willing to receive this information unless you tell us otherwise. Please note that we do not want to send you information that you do not want to receive, and you can opt out at any time (please see 'The right to ask us to stop contacting you with direct marketing' below for further information).

From time to time, we may also use your information to contact you for research purposes and / or to ask about your experience using our chess services as part of a continual programme of customer service improvement. We may contact you by email, telephone, text, and / or mail. We may also use the information to customise the website according to your interests.

How long we will keep your personal information

We retain your information for a range of purposes which determine the period of time for which we need to keep such information. For example (list is not exclusive):

Data	Retention Period
For the purposes of marketing	3 years from the point of last contact with you, this may include use of our websites, entry to one of our events or responses to communications with you
For compliance with legal obligations arising from contracts entered into with you, for example tax regulations	For compliance with legal obligations arising from contracts entered into with you, for example tax regulations

We will remove your data from our systems at the end of the applicable data retention periods, unless we are required by current or future law to retain your personal information for a longer period.

Our approach to information security

To protect your information, chessentriesforall.com has policies and procedures in place to make sure that only authorised personnel can access the information, that information is handled and stored in a secure and sensible manner and all systems that can access the information have proportionate and reasonable security measures in place. To achieve this, employees, contractors, sub-contractors and third-party suppliers have contracts, with defined roles and responsibilities.

While we take reasonable measures to ensure the safety and security of your data, due to the inherent risks with the Internet, we are unable to warranty the absolute security of your data when using our services.

Your rights

In order to process any of the requests listed below, we may need to verify your identity for your security. In such cases your response will be necessary for you to exercise this right.

The right to access information we hold about you

At any point you can contact us to request details concerning the information we hold about you, why we have that information, who has access to the information and where we got the information. In most cases you may be entitled to copies of the information we hold concerning you. Once we have received your request we will respond within 30 days.

The right to correct and update the information we hold about you

If the data we hold about you is out of date, incomplete or incorrect, you can inform us, and we will ensure that it is updated. Once we have received your request we will respond within 30 days.

The right to have your information erased

If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you the reason why it cannot be deleted. Once we have received your request we will respond within 30 days.

The right to object to processing of your data

You have the right to request that chessentriesforall.com stops processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights.

The right to ask us to stop contacting you with direct marketing

You have the right to request that we stop contacting you with direct marketing. On promotional emails we provide an 'unsubscribe' link at the bottom of the email which will unsubscribe you from that service. You can also unsubscribe by emailing chessentriesforall@gmail.com. If you wish to opt out with respect to more than one email address, you must complete a separate request/ email for each email address.

Please note it is not possible to 'opt-out' of receiving communication from us which relates to your bookings or invoices as part of the booking (which are not considered marketing for these purposes). This ensures that we can always contact you as a result of circumstances that may affect your participation in one of our events, clubs or lessons and in order for us to improve our services going forward.

The right to complain

You can make a complaint to us by contacting us via email to

[chessentriesforall](https://chessentriesforall.com) or to the data protection supervisory authority – in the

UK, this is the Information Commissioner's Office, at <https://ico.org.uk/>.

Consent

In those cases where we need your consent to process your information, we will ask you to make a positive indication (e.g. to tick a box or insert your contact details on the relevant form or web page requiring consent). By actively providing us with your consent, you are stating that you have been informed as to the type of personal information that will be processed, the reasons for such processing, how it will be used, for how long it will be kept, who else will have access to it and what your rights are as a data subject and that you have read and understood this privacy policy.

Sharing your information

The information and data we collect is important for chessentriesforall and we understand that you care about the use and storage of your personal information we value your trust in allowing us to do this. We would not want to share this with anyone else unless we have your express consent, we will never disclose, rent, trade or sell your personal information to any third parties for their marketing purposes.

We do disclose or transfer your data or personal information to other companies, data processors or agents employed by us to perform any necessary functions on our behalf (such as Controllers at chess events, teachers at clubs or courses, maintaining our website, providing us with data management systems, market research, customer satisfaction surveys and support services), but they are bound by similar terms to those set out in our privacy policy and may not use this information for their own purposes.

In the event that chessentriesforall or any part of our business is sold to or integrated with another business, chessentriesforall may disclose your personal information to the new owners (and their professional advisers on the transaction) to be used by the new owners and their group of companies in the same ways as set out in this privacy policy, including to continue providing you with the same services and marketing information services as are currently provided by chessentriesforall.

We may also provide aggregate statistics about our parents/ guardians/ chess players sales, traffic patterns and related site information to reputable third parties in order to better understand our services, website and overall customer satisfaction which may include personally identifying information.

Use of cookies

The chessentriesforall.com website uses cookies and tags. A cookie is a small text file that can be stored by your browser on the device you use to access internet and allows the browser to pass small amounts of information about user behaviour on the given website to a web server. Tags are pieces of code that exist on web pages and collect information about usage of the web pages.

At chessentriesforall.com we use cookies/tags to monitor visits to our website and continuously look for places to improve your website experience. We will never share any personal information about you with third parties and the cookies and tags used maintain your anonymity.

Description of cookies

Cookie Type	Example	Details
Analytics	Google Analytics	These cookies give us critical information about various pages on the websites and how our users interact with them. We use this information to improve the performance of our website and the information presented to users

How to reject and delete cookies

Should you wish to reject or block the use of cookies, you can do so at any time, usually by clicking 'Help' on your browser. Cookies are specific to individual browsers so if you use more than one browser, you will need to delete cookies on each browser. Please be aware though that by rejecting cookies you may not receive the optimum website experience.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

Contact details

If you have any queries about this policy, need further information or wish to lodge a complaint you can use the details below to contact us.

Data Protection Officer

chessentriesforall

Changes to this Privacy Policy

We may change this policy from time to time. You should check this policy occasionally to ensure that you are aware of the most recent version that will apply each time you access the website.

