



# Security and Privacy Policies

## The Croquet Association: Security and Privacy Policies

### Security Information

Credit and charge card information is not kept by us on computer and we do not have access to these details: our website uses specialist card processing service SagePay to handle all such payments. You are redirected to the SagePay site using a secure link to enter your card details. The SagePay site is protected by the latest firewall technologies, and all data is encrypted. Further details about SagePay security may be found on their website.

Where we collect or display personal information on our website we use the SSL secure protocol.

All personal information held on the web server is encrypted. All personal information held on the web server or any CA computer is password protected, which helps to ensure it cannot be read by unauthorised users.

Personal information sent via email for processing is encrypted using 128bit encryption.

### Privacy Policy

The purpose of this notice is to explain how we use personal information that we may obtain about you.

When you order from the shop you will be asked to provide personal information such as your contact details. You will also be asked to provide personal information if you join the Croquet Association, or register for online access. We will store this data and hold it on a database. We will use this data to fulfil our obligations to you. However, we will not hold any credit or charge card information on a computer (see the *Security Information* above).

Personal information related to shop orders is retained on our web server only for the time it takes to process the order.

We may use information that you provide or that is obtained by us for assessment and analysis (e.g. market, customer and product analysis) to enable us to review, develop and improve the services we offer, and to enable us to provide you and other members or customers with relevant information through our marketing programme. We may inform you (by e-mail, phone, mail or otherwise) about products and services (including those of other companies and organisations) that we consider may be of interest to you.

We will not disclose your information to any other third parties without your express permission, except:

1. Where you are ordering from the online shop, to satisfy your order where we are using a third party to supply the goods;
2. In confidence to agents who act on our behalf to assist us to provide goods or services;
3. Members of the Association will be able to look-up limited personal information, such as your contact details, handicap, type of membership, clubs of which you are a member, counties for which you are eligible to play, coaching, refereeing and other qualifications and membership of CA committees;
4. If we have a duty to do so or if the law requires us to do so.

In order that we can monitor and improve the site, we may gather certain information about

you when you use it, including details of your domain name and IP address, operating system, browser, version and the web site that you visited prior to our site. Such information is not linked to any of the personal information that you may disclose.

We endeavour to take all reasonable steps to protect your personal information - please see the *Security information* above. However, we cannot guarantee the security of any data you disclose in e-mail or online. You accept the inherent security risks of providing information and dealing online over the Internet and will not hold us responsible for any breach of security unless this is due to our negligence or wilful default.

You have the right to see personal data (as defined in the Data Protection Act) that we keep about you upon receipt of a written request and payment of a fee. If you are concerned that any of the information we hold on you is incorrect please contact us. We will amend or delete any personal information we hold at your request, although we may require proof of identity before doing so.

Please be aware that our site may link to other web sites and we are not responsible for the data policies or procedures or the content of these linked web sites.

If you have any comments or queries in connection with our security or privacy policy, please contact us

## **Cookies**

A cookie is a small piece of information that is placed on your device (computer, phone or tablet) when you visit a website. When you visit the website again (or move to another page), it reads the cookie to get the information stored in it. Cookies are used by this site to store your view preferences, your shopping basket (when using the shop) and, when logged in or using the survey, identify you by storing an encrypted code. Login cookies are kept for 30 days or until you log out, so you should always do so explicitly when using a shared device. Temporary cookies (including in the survey), which are deleted when you completely close (all windows of) your browser, are used to identify your session.

Cookies are not used to analyse your usage of this site, nor are they used to generate advertising on this or other sites.

You can reset your browser to refuse cookies, however, some website features or services will then not function correctly. Find out more about cookies, including how to delete any cookies stored on this device, at [www.AboutCookies.org](http://www.AboutCookies.org).