



Walsall Football Club Privacy Policy

Policy Owner	Version	Issue Date	Review Date
WFC Board of Directors	2	01/03/2026	01/03/2027

Policy Statement

Walsall Football Club ('Club') is committed to protecting your privacy and handling your personal data responsibly. This policy explains how we collect, use, store, and safeguard the personal information you provide to us. We act as the data controller and take all reasonable steps to prevent unauthorised access, loss, or misuse of your data.

Scope of Policy

This policy applies to all individuals who interact with Walsall Football Club, including fans, members, participants, and customers. It covers personal data collected when you:

- Register with the Club.
- Purchase matchday tickets.
- Hold an event or conference at the stadium.
- Shop at the Club Store.
- Complete forms online or at events.
- Communicate with us by phone, email, or other means.

Aims of the Policy

This policy aims to ensure transparency about the personal data we collect and the reasons for collecting it. It explains how we use and protect your information and sets out your rights under data protection laws.

What Data We Collect

Personal data means any information that can identify you. This may include:

- Name, date of birth, address, email, phone number, and gender.
- Health information (special category data) for wellbeing and safeguarding purposes, collected only with your explicit consent.

If you do not provide the necessary data, we may not be able to fulfil certain services or obligations.



Why We Collect Your Data

We only use your personal data for the purposes for which it was provided. Our lawful basis for processing includes:

- Contractual obligations (e.g., ticket purchases, membership services).
- Consent (e.g., marketing communications, health information).
- Legitimate interests (e.g., improving services).

Examples of use:

- Contacting you about rescheduled games.
- Sending newsletters and promotional offers (only if you opt in).
- Managing health and safety requirements.

Sharing and Security

Your data is stored securely in our systems. We have measures in place to prevent unauthorised access, alteration, or disclosure. We do not share your data with third parties except where legally required or with your consent.

Retention

We keep your data while you are an active participant or member. After you leave, we will delete your data within 5 years, unless legal or regulatory requirements require longer retention.

Your Rights

You have the right to:

- Access, correct, or delete your personal data.
- Restrict or object to processing.
- Withdraw consent for marketing.
- Complain to the Information Commissioner's Office (ICO).

Updates

We may update this policy from time to time and will notify you of any significant changes.