

The Hive London Privacy Policy

Privacy Policy

This website is operated by The Hive London. We take your privacy very seriously therefore we urge to read this policy because it contains important information about:

- Who we are
- What we do with the personal data you provide,
- Who your personal data may be shared with
- What rights you have

Who we are

The Hive London runs membership schemes for activities on site such as Barnet FC, London Bees and a gym. The Hive London also sells tickets to Barnet FC and London Bees football matches, runs a club shop on site as well as on-line, and takes bookings for pitch and function room hire. For the purposes of data protection regulations we are a 'data controller' (i.e. we decide what personal data to collect about our customers and what we will do with your personal data and we have an obligation to protect it).

Information we collect

When you place an order we will ask you for your name, address, email and telephone number which we store. We also ask for your credit/debit card details which goes to our secure payment processing provider SagePay whose privacy statement is here.

We store your IP address and use cookies. Cookies are small text files which are transferred from our website. They are widely used in order to help websites work more efficiently (e.g. by helping us identify you and remember details that you do not have to re-input or for us to tailor our website to your preferences) as well as provide general (not individual specific) website usage information. Most web browsers allow some control to restrict/block cookies, however this may affect your ability to use our website. For more information about cookies and how to adjust your browser settings see the Internet Advertising Bureau website.

How we use the information we collect

We will only use your personal information to administer your account and to provide the products and services you have requested from us. Under the General Data Protection Regulations (GDPR) the lawful bases we have for processing your data for this purpose is called contract (this is one of 6 lawful bases under GDPR).

However, from time to time we would like to contact you with details of events, discounts and promotions but we will only do this according to the consent boxes you tick when you provide us your personal data (consent is one of the 6 lawful bases for processing personal data under GDPR) . Such promotions could be sent by post, email, telephone, text message or automated call.

We will ask for your consent on the first occasion that you provide any relevant contact information (e.g. on purchase of goods or a match ticket, when completing a membership form, signing up to a newsletter, registering for a trial or soccer school, making a pitch / room booking, entering a competition etc). If you opt in to receive such marketing from us, you can opt out at any time (see 'What rights do you have?' below for further information). If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details below.

We cannot accept consents given via internet for children U18.

Who your information may be shared with

We may disclose your personal data to any member of The Hive group of companies (this includes Barnet FC, London Bees, Amber Conferencing and The Hive Football Centre) insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy.

We'll never share your details with other organisations without your permission, unless we're required to by law.

Keeping your information secure

We will use technological and organisation measures to keep your information secure. However, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

What rights do you have?

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or it, please:

- Email, call or write to us (using the contact details below)
- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- Let us know the information you want a copy of.

Right to correct any mistakes in your information or have your data erased

You can require us to correct any mistakes in your information which we hold or have it erased free of charge. If you would like to do this, please:

- Contact us using the details below.
- Let us have enough information to identify you (eg account number, username, registration details), and
- Let us know the information that is incorrect and what it should be replaced with.

Right to ask us to stop contacting you with direct marketing

You can ask us to stop contacting you for direct marketing purposes in a number of ways:

- Via unsubscribe buttons on emails and texts.
- Email, call or write to us (using the contact details below)
- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- Let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone).

If you are not happy with the way we have managed your personal data you can complain to us via the details below. You can also complain to the Information Commission Office on 0303 123 1113 or go to their website [here](#).

Contacting us

If you have any questions about this statement or the information we hold about you, please contact our **Data Protection Officer** at:

Tel: 020 8381 3800 (ext 1303)

Email: tellus@thehivelondon.com

Post: The Hive London, Camrose Avenue, London, HA8 6AG

