



# in the community

*One Club, One Community, One Town*

## PRIVACY NOTICE

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Bolton Wanderers Community Trust T/A Bolton Wanderers in the Community (“BWitC”) is committed to respecting the privacy rights of patrons, customers, partners and visitors. This privacy notice should be read in conjunction with the Terms and Conditions of Use for the website [www.bwffc.org.uk](http://www.bwffc.org.uk) (the “website”).

This privacy notice explains how we collect, use and store information about you. It provides you with details about the types of personal data that we collect, how we use your personal data and the rights you have to control our use of your personal data. Periodic reviews of this notice will be carried out and we will make you aware of any changes that affect you directly by updating this webpage.

Please consider this privacy notice carefully. We also recommend that you print and retain a copy for your future reference. By accessing, browsing or otherwise using our website, you confirm that you have read, understood and agree to this privacy notice in its entirety. If you do not agree to this privacy notice in its entirety, we advise you not to use our website.

Lawful treatment of your personal data helps us maintain your confidence and aids us in the successful delivery of our operations.

### Who are we?

Bolton Wanderers Community Trust T/A Bolton Wanderers in the Community is an independent registered charity (registered charity number 1090753) whose registered office is at Bolton Wanderers Football Club, Toughsheet Community Stadium, Burnden Way, Lostock, Bolton, BL6 6JW.

We respect your right to privacy and will only process personal data you provide to us in accordance with the UK GDPR, Data Protection Act 2018 and other applicable privacy laws. If you have any questions about how we collect, store and use personal data, or if you have any other privacy-related questions, please contact us by email [dpo@bwffc.org.uk](mailto:dpo@bwffc.org.uk) or telephone 01204 673790. Further information can be obtained from [www.ico.org.uk](http://www.ico.org.uk).

### Personal Data

Under the EU’s General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”

When you engage with BWitC we may collect data about you, including personal information, when you use our website and interact with us in any way; including face-to-face, via email, via phone. Personal information refers to any information that can be used to identify you as an individual, including: name, address, email address, contact number, health and wellbeing (including sensitive data, such as medical conditions), marketing preferences and social media account information.

We may also collect personal data for the purpose of equal opportunities monitoring within BWitC to ensure that we work to challenge discrimination, encourage inclusive practices and work for positive change, in line with the EFL (English Football League) Equality Code of Practice.

The personal data we collect about you will be used (in line with UK GDPR) for the following purposes:

- Respond to your enquiries
- Process and fulfil bookings
- To carry out our obligations arising from any contracts entered into by you and us
- The administration of files and records
- Provide you with information about BWitC and its services, using email alerts, where you have given implicit consent to do so
- Provide customer service
- Managing a job application
- Improving the website by monitoring how you use it
- Disclosure to Bolton Wanderers Football Club to enable us to fulfil our obligations to you

If you have questions or concerns regarding the above processing please email [dpo@bwitc.org.uk](mailto:dpo@bwitc.org.uk) or telephone 01204 673790.

Our legal basis for processing for your personal data:

- **Contract or service** - eg. Making the website available to you or to maintain any registered account you hold with us.
- **Legal obligation** - eg. For any related purposes, or where we have a legal right or duty to use or disclose your information (including for crime / fraud prevention and related purposes).
- **Consent** - eg. Consenting to photographs which are used on our media platforms
- **Vital Interests** - eg. Collection of medical information that would be used to save someone's life
- **Legitimate interests** - eg. To contact you about promotional offers and products/services which we think may interest you based upon the BWitC products/services that you already use. Data is also used for customer satisfaction and market research purposes.

In addition, we may collect anonymised details about visitors to our website for the purposes of aggregate statistics or reporting purposes. However, no single individual will be identifiable from the anonymised details that we collect for these purposes.

### **Consent as a basis for processing**

Where consent is required for BWitC to process personal data, it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by emailing [dpo@bwitc.org.uk](mailto:dpo@bwitc.org.uk)

### **Disclosure / Third Party Processing**

The information that we collect can be viewed by authorised employees of BWitC and some information may be passed to a select few trusted third parties to:

- For monitoring and evaluation purposes, where data will be encrypted
- Respond to your enquiries
- Process and fulfil orders
- Provide you with information about BWitC and its services, using email alerts, where you have given implicit consent to do so

- Provide customer service
- Managing a job application
- Improving the website by monitoring how you use it
- To enable us to fulfil our obligations to you

We may need to pass your personal data on to third parties, where there is a legal obligation to do so. However, we will not share your information with any other organisations for them to use it for marketing, market research or other commercial purposes, without your consent to do so.

### Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- **Right of access** – you have the right to request a copy of the information that we hold about you.
- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** – where certain conditions apply, to have a right to restrict the processing.
- **Right of portability** – you have the right to have the data we hold about you transferred to another organisation.
- **Right to object** – you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** – you also have the right to be subject to the legal effects of automated processing or profiling.
- **Right to judicial review** – In the event that BWitC refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in the 'Complaints' section below.

All of the above requests will be forwarded on should there be a third party involved (as stated in the 'Disclosure/third party processing' section) in the processing of your personal data.

**16 or Under** - We are committed to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information. You can also check our privacy video which is available with this notice on our website.

### Retention Period

We will retain your personal information only as long as needed to fulfil the purposes for which it was collected. We will retain your personal information to comply with our business requirements, legal obligations, resolve disputes, protect our assets and enforce our agreements.

You can request from us details of what information we hold about you and ask us to provide a copy at any time.

If you have signed up to email alerts or newsletters, you can change your preferences or unsubscribe at any time. Please email [dpo@bwitc.org.uk](mailto:dpo@bwitc.org.uk) or use the links at the bottom of the email alerts.

## Third Party Websites

Our website contains links to other websites operated by third parties. Please note that this privacy notice applies only to the personal data that BWitC collects through its website. We cannot be responsible for the practices of third party websites, their privacy policy or the way they collect and handle personal data.

**We encourage you to read the privacy notice of any third party websites you visit.**

## Cookies

Like many other websites, the BWitC website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

Please refer to our Cookie Policy for more information at [www.bwitic.org.uk/legal](http://www.bwitic.org.uk/legal)

For further information about cookies, including how to refuse cookies, please visit: [www.allaboutcookies.org](http://www.allaboutcookies.org)

## Complaints

In the event that you wish to make a complaint about how your personal data is being processed by BWitC (or third parties as described in the 'Disclosure/Third Part Processing section above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and BWitC's data protection representatives / GDPR owner.

The details for each of these contracts are:

The Data Protection Officer, Bolton Wanderers in the Community, Toughsheet Community Stadium, Burnden Way, Lostock, Bolton, BL6 6JW.

Telephone: 01204 673790 or email [dpo@bwitic.org.uk](mailto:dpo@bwitic.org.uk)

The Information Commissioner's Office: <https://ico.org.uk/concerns/handling/>

More information can be found at [www.ico.org.uk](http://www.ico.org.uk)

## What forms of ID will I need to provide in order to access this?

BWitC accepts the following forms of ID when information on your personal data is requested:

- Passport
- Driving licence
- Birth certificate
- Utility bill (dated within the last 3 months)

## Review of this Notice

Please note that this notice will be reviewed periodically and amended accordingly to conform to any changes in legislation, regulations or guidelines.

This notice was last updated in March 2026.

**Policy signed:** Ben Lawton – Chief Executive Officer

**Signed:** 

**Date:** 26/03/2026

**Date of next review:** 01/03/2027