



Superstar Sports Privacy and Refunds Statement

Superstar Sports are committed to protecting your personal information and being transparent about what we do with it. We are committed to using your personal information in accordance with all applicable laws concerning the protection of personal information and not to do anything with your information you wouldn't reasonably expect.

This Privacy Statement explains:

- How Superstar Sports may obtain your personal information
- What information we collect
- How we will use that information
- Who we share your information with
- Your choices regarding your information we hold

This policy is written in accordance with the Data Protection Act 1998 and taking into consideration the new General Data Protection Regulations (GDPR 2018).

If you have any questions about this Privacy Statement please contact us via email at superstarsportsuk@gmail.com or write to us at 154 The Crossway, Portchester, Fareham. PO16 8NH

How do we obtain your personal information?

You may give us your information in order to:

- Book onto a breakfast, lunch and/or after-school club
- Book onto a holiday course
- Book onto a sports tournament
- Book onto an INSET day
- Book onto a tots session
- Join our evening academy (stage school, football, gymnastics)
- Make a general enquiry
- Book a school service services
- Book an event
- Recruitment enquiry
- Become a member of Superstar Sports
- For employment purposes
- Purchase merchandise

What information do we collect?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number, fax number and credit/debit card details, as well as information relating to your health or personal circumstances.

Data protection law recognises that certain categories of personal information are more sensitive. This is known as sensitive personal information and covers health information, racial or ethnic origin, religious beliefs or other beliefs or a similar nature. We would only collect sensitive personal information where there is a clear need to do so for example participation in our activities and to ascertain what services are required



to support you. Before collecting any sensitive personal information about you we will make it clear to you what information we are collecting and the purposes for collecting such.

How do we use your information?

We use data collected in the following ways:

To process and manage:

- Superstar Sports breakfast, lunch and/or after-school club bookings
- Superstar Sports holiday course bookings
- Superstar Sports tournament bookings
- Superstar Sports INSET day bookings
- Superstar Sports tots session bookings
- Superstar Sports academy (stage school, football, gymnastics)
- General enquiries
- Superstar Sports school timetable services
- Superstar Events
- Recruitment queries
- Becoming a member of Superstar Sports
- Merchandise purchases

To support and manage:

- Employees
- Our clients including schools

In all instances, we endeavour to use your personal information to give you the information, support and services that you ask for.

We use your information to keep a record of your relationship with us and for internal administrative purposes (such as our accounting and records), and to let you know about changes to our services or policies. We use your personal information to look into, and respond to, complaints, legal claims or other issues.

Communications

With your consent, we may use your information to send you communications specifically designed for the purpose in which we obtained your data.

We may also use your personal information for other purposes which we would specifically notify you about and, where appropriate, obtain your consent.

You can let us know if you would prefer not to receive Superstar Sports communications at any time by emailing superstarsportsuk@hotmail.co.uk or writing to us at Superstar Sports, 154 The Crossway, Portchester, Fareham. PO16 8NH



To unsubscribe from any email communications from Superstar Sports simply email the word UNSUBSCRIBE to the above email address.



Who do we share your information with?

We will not sell your details to any third parties. We may need to share certain information with trusted partners including the Southampton and Hampshire County Council (for instance for safeguarding purposes) and schools your child attends in order to carry out certain professional obligations.

We will share your information if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and terms and conditions of hire and other agreements; or to protect the rights, property, or safety of Superstar Sports, our members, customers, or others. For instance we may also share your information with the emergency services if we think there is a risk of serious harm or abuse to you or someone else.

In processing any financial transactions, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

When we collect your personal information we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the Internet is 100% secure. As a result, while we try to protect your personal information, Superstar Sports cannot guarantee the security of any information you transmit to us and you do so at your own risk.

Links

Our website may include links to other sites of our accredited partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Storage and security of your personal information

We are committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your personal information from unauthorised use or alteration. We may store your personal information both electronically (on our computer systems and with our website hosting provider) and in hard-copy form.

If you're 16 or under

If you are aged 16 or under, you must get your parent/guardian's permission before you provide any personal information on our websites.

Accessing and updating your personal information

You have the right to request a copy of information that we hold about you. If you would like a copy of some or all of your personal information, please email superstarsportsuk@hotmail.co.uk or writing to us at Superstar Sports, 154 The Crossway, Portchester, Fareham. PO16 8NH

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.



Equally, please let us know of any changes to your personal information. You can also let us know if you would no longer like to receive communications from us.



Cookie Policy

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can.

Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us:

- Make our website work as you would expect
- Remember your settings during and between visits
- Improve the speed/security of the site
- Personalise our site to you to help you find what you need
- Continuously improve our website for you
- Make our marketing more efficient

We do not use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information (without your express permission)
- Pass data to advertising networks
- Pass personally identifiable data to third parties
- Pay sales commissions

You can learn more about all the cookies we use below.

Granting us permission to use Cookies

If the settings on your software that you are using to view this website (your browser) are adjusted to accept cookies we take this, and your continued use of our website, as an indication of your permission to proceed. Should you wish to remove or not use cookies from our site you can learn how to do this below, however in doing so, it is likely that our site will not work as you would expect.

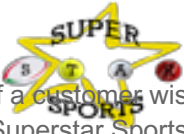
Changes to this statement

We may change our privacy statement from time to time so please check back periodically.

This Privacy Statement was last updated June 2018.

Should you require further information regarding your rights under the Data Protection Act 1998 and GDPR (May 2018), this may be obtained from the Office of the Information Commissioner.

Refunds



If a customer wishes to cancel a booking, Superstar Sports will refund 100% of the course price providing Superstar Sports have been notified of the cancellation before the date of the course. Please contact us on 07772060840 or email superstarsportsuk@gmail.com

