



Football Supporters' Society of Bury- Privacy Notice

1. Who We Are

Data Controller:

Football Supporters' Society of Bury
Gigg Lane Stadium
Gigg Lane
Bury
BL9 9HU

Telephone: 0161 764 4881

Email: secretary@fssb.co.uk

We are the data controller responsible for your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

FSSB is registered with the ICO – Reference ZC095246

2. What This Policy Covers

This Privacy Notice explains:

- What personal data we collect
- How and why, we use it
- The lawful bases we rely upon
- Who we share it with
- How long we retain it
- Your data protection rights
- How to complain

This Notice applies to all interactions with FSSB, including membership, website use, events, communications, campaigns, ballots, governance activities. and any other interaction you have with us.

3. What information we collect, use, and why

a) Information you provide directly

We may collect personal data when you:

- Apply for or renew membership
- Subscribe to newsletters or alerts
- Contact us by email, website form, or social media
- Register for events or campaigns
- Complete surveys
- Attend General Meetings
- Participate in ballots or votes
- Request reimbursement of membership fees

This may include:

- Name
- Email address
- Phone number
- Postal address
- Date of birth
- Bank details (for reimbursements)

Providing certain personal information (such as your name and contact details) is a contractual requirement for FSSB membership and necessary for us to administer your membership. If you do not provide required information, we may be unable to process or maintain your membership.

b) Automatically collected data (cookies)

When you visit our website, we may collect:

- IP address
- Device and browser information
- Pages visited and time spent

This information is collected through essential cookies and does not directly identify you.

c) Where We Get Personal Data From

Most personal data we process is provided directly by you. In limited circumstances, we may receive information from:

- Payment service providers (to confirm successful transactions)
- Publicly available sources where relevant to governance or regulatory matters

We do not purchase personal data from third parties

4. Lawful Bases for Processing Your Data

Under UK GDPR, we must have a lawful basis for processing your personal data.

Contract

We rely on contract where processing is necessary to:

- Administer your membership
- Provide services or publications you request
- Conduct ballots/polls and governance processes

Legal obligation

We process personal data where required to comply with legal obligations, including:

- Maintaining financial and accounting records
- Meeting regulatory requirements
- Cooperating with lawful authorities

Legitimate interests

We process personal data where it is necessary for our legitimate interests as a supporter-led membership organisation, including:

- Communicating relevant news and updates
- Organising meetings, events, and campaigns
- Understanding and engaging our membership
- Ensuring effective governance

Where we rely on legitimate interests, we have considered and balanced your rights and freedoms and ensure they are not overridden by our interests.

You have the right at any time to object to processing carried out on this basis.

Consent

We rely on consent for:

- Sending optional marketing communications
- Publishing photographs where required
- Non-essential cookies

You may withdraw consent at any time

5. How We Use Your Personal Data

We use personal data to:

- Maintain membership records
- Communicate with members and supporters
- Organise General Meetings and ballots
- Administer events and campaigns
- Process reimbursements
- Improve our communications and services
- Comply with legal and regulatory requirements

We do not use your data for automated decision-making or profiling.

We do not intentionally collect special category data (such as health information or political opinions) or criminal conviction data unless required for specific governance or safeguarding purposes.

Ballots are confidential and anonymity is protected through the use of secure voting platforms

6. Data Sharing & Processors

We do not sell or trade your personal data.

We may share data with trusted data processors who act on our instructions only, including:

- Payment processors (e.g. GoCardless, Stripe)
- Website hosting providers
- Email communication platforms
- Election or ballot management providers

These providers are required to keep your data secure and confidential and to maintain appropriate security measures.

We may also share limited relevant data with regulatory or governing bodies (such as the Football Association and the Northern Premier League) where required for governance, compliance, or regulatory purposes.

7. International Transfers

Some of our service providers may store data outside the UK. Where this occurs, we ensure appropriate safeguards are in place, such as:

- UK adequacy regulations
- Standard contractual clauses

You may request further information about the safeguards we use by contacting us.

8. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purposes described in this Notice.

- Membership records: retained while membership is active and for a period consistent with our governance and regulatory obligations.
- Financial records: retained for 6 years in accordance with HMRC requirements
- Marketing communications data: retained until you unsubscribe
- Website analytics data: retained in line with our cookie settings

When personal data is no longer required, it is securely deleted or anonymised.

9. Keeping Your Data Secure

We implement appropriate technical and organisational measures to protect your personal data, including:

- Encrypted (HTTPS) website connections
- Restricted access controls
- Secure hosting environments
- Use of PCI-compliant payment providers

While we take reasonable steps to protect data, no transmission or storage system can be guaranteed to be completely secure.

10. Lawful bases and data protection rights

Under the UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

Your right of access - You have the right to ask us for copies of your personal information.

You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

Your right to erasure - You have the right to ask us to delete your personal information.

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.

Your right to object to processing - You have the right to object to the processing of your personal data.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you

Your right to withdraw consent – When we use consent as our lawful basis, you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without an undue delay and within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

11. Cookies Policy

Cookies are small text files placed on your device when you visit our website.

We use:

- Essential cookies (necessary for website functionality)
- Non-essential cookies only where you have provided consent

We do not use analytics cookies (e.g., Google Analytics)

You may adjust your cookie preferences at any time via our website or your browser settings.

12. Changes to This Policy

We may update this Privacy Notice from time to time to reflect legal or operational changes.

The latest version will always be available at: <https://www.fssb.co.uk/>

13. How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we have used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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