1. Introduction

Welling United Football Club ("Welling United FC", "the Club", "we", "our", or "us") is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect your personal information when you purchase tickets for matches and events through our ticketing provider, Total Tickets.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Welling United Football Club

Park View Road
Welling
Kent
DA16 1SY

Email: events@wellingunited.com

Welling United FC is the Data Controller responsible for the personal information collected through ticket sales and related communications.

3. Information We Collect

When purchasing tickets through Total Tickets, we may collect:

Personal Information

- Full name
- Email address
- Postal address (where provided)
- Telephone number
- Date of birth (where required)

- Emergency contact details (where applicable)

Transaction Information

- Ticket purchases
- Event attendance records
- Booking references
- Payment status

Technical Information

- IP address
- Browser type
- Device information
- Website usage data

Payment card details are processed securely by the payment provider and are not stored by Welling United FC.

4. How We Use Your Information

We use your personal information to:

- Process ticket purchases and bookings
- Deliver tickets and booking confirmations
- Manage entry to matches and events
- Respond to customer enquiries
- Contact you regarding fixture changes, postponements or event updates
- Prevent fraud and misuse of our services
- Comply with legal and regulatory obligations
- Improve our services and supporter experience

Where you have provided consent, we may also send:

- Club news
- Season ticket information
- Matchday information
- Promotions and special events
- Commercial offers from Welling United FC

You can unsubscribe from marketing communications at any time.

5. Lawful Basis for Processing

We process personal information under the following lawful bases:

Contract

To fulfil your ticket purchase and provide access to matches and events.

Legal Obligation

To comply with applicable laws, regulations and safeguarding requirements.

Legitimate Interests

To operate and improve our ticketing services, supporter engagement and club operations.

Consent

For marketing communications where consent is required.

6. Sharing Your Information

We may share your information with:

- Total Tickets for ticketing and event management purposes.
- Payment processing providers.
- Professional advisers, auditors or regulators where required.
- Law enforcement or public authorities where legally required.

We do not sell your personal information to third parties.

7. Data Security

We take appropriate technical and organisational measures to protect personal data against:

- Unauthorised access
- Loss
- Misuse
- Alteration
- Disclosure

Access to personal data is restricted to authorised personnel who require it for legitimate business purposes.

8. Data Retention

We retain personal information only for as long as necessary to:

- Fulfil ticketing and event obligations
- Meet legal, accounting and regulatory requirements
- Resolve disputes and enforce agreements

Retention periods may vary depending on the nature of the information and applicable legal requirements.

9. Marketing Communications

If you opt in to receive marketing communications from Welling United FC, we may contact you regarding:

- Fixtures and ticket sales
- Season tickets
- Club news
- Events and hospitality
- Fundraising and community activities

You may withdraw consent or unsubscribe at any time by:

- Clicking the unsubscribe link in emails
- Contacting us at events@wellingunited.com

10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact:

events@wellingunited.com

11. Cookies and Website Analytics

Our website and ticketing systems may use cookies and similar technologies to:

- Improve website functionality
- Analyse website usage
- Enhance user experience

You can manage cookie preferences through your browser settings.

12. Children's Data

Where tickets are purchased for children, information may be collected and processed only as necessary to provide ticketing services, safeguarding measures and event administration.

Parents or guardians should make purchases on behalf of children under 16.

13. Complaints

If you have concerns about how your information is handled, please contact Welling United FC first.

You also have the right to complain to:

Information Commissioner's Office

The ICO is the UK's independent authority for data protection and privacy rights.

14. Changes to this Privacy Policy

Welling United FC may update this Privacy Policy from time to time. Any changes will be published on our website and will take effect immediately upon publication.

Contact

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