

# Hawk Cricket Privacy and Cookies Policy

Version 2:24/5/18

Hawk Cricket & Leisure Limited is committed to ensuring that your privacy is protected.

When you provide information by which you can be identified, it will only be used in accordance with this privacy policy. Looking after the personal data you share with us is something we take very seriously. We want you to be confident that your data is safe and secure with us and understand how we use it.

We reserve the right to change this policy at any time, so please check back regularly to keep informed of updates to this policy.

## [What this Policy covers](#)

The [Data Controller](#) is Hawk Cricket & Leisure Limited (collectively referred to as "we" or "us" in this Policy).

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That's why we've developed this privacy and cookies policy ("Policy"), which:

- sets out the types of personal data that we collect;
- explains how and why we collect and use your personal data; and

- explains the rights and choices you have when it comes to your personal data.

We offer different products and services, so we want you to be clear about what the Policy covers if you use our services (referred to in this Policy as “our Services”). Using our Services means shopping with us in-store, over the phone, or online or otherwise using our website, [www.hawkcricet.com](http://www.hawkcricet.com) (“our Website”) where this Policy is posted.

This Policy also applies if you contact us or we contact you about our Services.

Our Website may contain links to other websites operated by other organisations that have their own privacy policies. Please make sure you read their terms and conditions and privacy policy carefully before providing any personal data on a website as we do not accept any responsibility or liability for websites of other organisations.

#### [Personal data we collect](#)

*This section tells you what personal data we may collect from you when you use our Services .*

When you shop with us (in our store, over the phone or online) or browse our Website, we may collect –	<ul style="list-style-type: none"><li>• Your personal details, including your postal and billing addresses, email addresses, phone numbers and date of birth and title;</li><li>• Your debit or credit card details, bank details and other payment information;</li></ul>
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	<ul style="list-style-type: none"> <li>Your account login details, such as your username and the password that you have chosen.</li> </ul>
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<p>When you contact us, or we contact you or you take part in promotions, competitions, surveys or questionnaires in relation to our Services, we may collect –</p>	<ul style="list-style-type: none"> <li>Personal data you provide about yourself anytime you contact us about our Services, (for example, your name, username and contact details) including by phone, email or post when you speak with us through social media</li> <li>Details of the emails and other digital communications we send to you that you open, including any links in them that you click on;</li> <li>Your feedback and contributions to customer surveys and questionnaires.</li> </ul>
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[How and why we use personal data](#)

<p>We use personal data to</p>	<p>This means that processing your personal data allows us to</p>	<p>Do we have to process your personal data in this way?</p>
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<p>Make our services available to you</p>	<p>Manage the accounts you hold with us, check whether you qualify for credit or our products are appropriate for you, and process your orders and refunds</p>	<p>We need to process your personal data so that we can manage your customer accounts, provide you with the goods and services you want to buy and to help you with any orders and refunds that you may request.</p>
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<p>Manage and improve our day-to-day operations</p>	<p>Manage and improve our Website</p>	<p>We use cookies and similar technologies on our website to improve your customer experience. For more information about cookies and how you can disable some of them, see the <a href="#">Cookies and similar technologies section</a>.</p>
	<p>Help to develop and improve our product range, services, stores, information technology systems, know-how and the way we communicate with you</p>	<p>We rely on the use of personal data to carry out market research and internal research and development, and to improve our information technology systems (including security) and our product ranges, services and stores. This allows us to serve you better as a customer.</p>
	<p>Recover any money you might owe us including assigning your debt to permitted debt collection agencies.</p>	<p>Obtaining payment for our Services ensures we can continue to meet our obligations to our customers and cover our costs for providing the Services.</p>

<b>Contact and interact with you</b>	Contact you about our Services, for example by phone, email, online or post or responding to social media posts that you have directed at us.	We want to serve you better as a customer, so we use personal data to provide clarification or assistance in response to your communications.
	Manage promotions and competitions	We need to process your personal data so that we can manage the promotions and competitions you choose to enter.
	Invite you to participate in and manage customer surveys, questionnaires and other market research activities carried out by us and by third parties on our behalf.	We carry out market research to improve our Services. However, if we contact you about this, you do not have to take part in the activities. If you tell us that you do not want us to contact you for market research, we will respect this choice.

[How we protect personal data](#)

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

We use computer safeguards such as firewalls and we enforce physical access controls to our buildings and files to keep this data safe. We only authorise access to those officers or employees who need it to carry out their job responsibilities.

- We use Wix security mechanisms on our Website.

- We enforce physical and procedural safeguards in connection with the collection, storage and disclosure of personal data. We will ask for proof of identity before we share your personal data with you.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

The personal data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by companies operating outside the EEA who work for us or for one of our service providers. If we do this, we shall take reasonable steps to ensure that your privacy rights are respected in line with this Policy.

#### [How long we use personal data for](#)

We will not keep your personal data longer than we need to. How long depends on several factors, including:

1. Why we collected it in the first place;
2. How old it is;
3. Whether there is a legal/regulatory reason for us to keep it;
4. Whether we need it to protect you or us

#### [Marketing and market research](#)

*This section explains the choices you have when it comes to receiving marketing communications and taking part in market research.*

We will send you relevant offers and news about our products and services in a number of ways including by email, post or text, but only if you have not objected to receiving marketing communications. When you shop with us or contact us and if we want to send you such offers and/or news about our products and services we will ask if you object to receive marketing communications, and you can change your marketing choices at any time by contacting us -[please see How to contact us below](#)

We also like to hear your views to help us to improve our Services, so we may contact you for market research purposes. You always have the choice about whether to take part in our market research.

### [Cookies and similar technologies](#)

*We use cookies and similar technologies to personalise and improve your customer experience as you interact with our Website. This section provides more information about cookies and similar technologies we use.*

*How we use cookies and similar technologies*

Cookies are small data files that allow a website to collect and store a range of data on your desktop computer, laptop or mobile device.

Cookies help us to provide important features and functionality on our Website, and we may use them to improve your customer experience. For example, we use the following Cookies:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
XSRF-TOKEN	Persistent cookie	Security

*Your choices when it comes to Cookies*

You can find more detailed information about how you can manage Cookies at the All About Cookies and YourOnlineChoices websites [www.youronlinechoices.com/uk](http://www.youronlinechoices.com/uk).

If you choose to disable some or all Cookies, you may not be able to make full use of our Website.

We may revise our Privacy and Cookies policy should we change the way we collect or use your information.



### [Subject Access Rights](#)

You have a right to see the personal data we hold about you. This is called a Subject Access Request.

If you would like a copy of the personal data we hold about you, please write to:

Data Protection Officer  
Hawk Cricket & Leisure Ltd  
The Forge  
Drayton  
Stourbridge  
DY9 0BF

You can call us at: 01562 731115

You can email us on [enquiries@hawkcricket.com](mailto:enquiries@hawkcricket.com)

[www.hawkcricket.com](http://www.hawkcricket.com)

### [Other data protection rights](#)

In relation to your personal data, you also have the right to:

- In some circumstances, to receive some of your information in a useable format and/or request we transmit that data to a third party where this is technically feasible. Please note that this right only applies to information which you have provided to us.
- Ask that we update your information if it is inaccurate or incomplete.
- Ask that we erase your information in certain circumstances. Please note that there may be circumstances where you ask us to restrict the processing of your information, but we are legally entitled to refuse the request.
- The right to make a complaint with the Information Commissioner [www.ico.org.uk](http://www.ico.org.uk) if you think that any of your rights have been infringed.

The ICO website [www.ico.org.uk](http://www.ico.org.uk) contains more detail on the data protection rights mentioned above. Or if you would like to speak to us about these rights in more detail, see the “how to contact us” section below.

#### [How to contact us](#)

If you have any questions about how we collect, store and use personal data please contact us –

Phone: 01562 731115

Mail: [enquiries@hawkcricket.com](mailto:enquiries@hawkcricket.com)

