

Cardiff City House of Sport — Privacy Policy

Effective date: 9 March 2026

1) Who we are

This privacy policy explains how Cardiff City House of Sport Ltd (“Cardiff City House of Sport”, “we”, “us” or “our”) collects and uses your personal data in connection with our facilities, bookings, programmes and digital services. We act as data controller for most activities described in this notice, unless we state otherwise.

Contact address: Cardiff City House of Sport, Clos Parc Morgannwg, Leckwith, Cardiff, CF11 8AW.

Privacy contact: privacy@cchos.co.uk

If we appoint a Data Protection Officer (DPO), we will publish their contact details here. You have the right to complain to the UK Information Commissioner’s Office (ICO) at any time; however, we ask that you contact us first so we can try to resolve your concern.

2) What data we collect

Depending on how you interact with us, we may collect:

- Identity & contact data (name, email, phone, address).
- Account & booking data (facility bookings, league/match participation, attendance, membership details).
- Payment data (processed by payment providers; we do not store full card numbers).
- Health/safety information that you volunteer so we can support safe participation (e.g., relevant medical notes or safeguarding reports).
- Communications (emails, messages and call notes).
- Technical/usage data from our websites/apps (IP address, device, cookie identifiers; see Cookies below).

3) Where we store and process your data (Playtomic & EZFacility)

Padel (Playtomic)

For Padel bookings and related features, we use the Playtomic platform. Playtomic S.L. (Spain) acts as an independent data controller for its app/service and processes your data under its own privacy policy (for example, account management, reservations, rankings and payments). Please review Playtomic’s Privacy Policy for full details.

Other facilities and memberships (EZFacility)

For our other facilities (non-Padel) and memberships, Cardiff City House of Sport is the data controller. We use EZFacility as our data processor to provide booking and membership systems on our behalf, under a data processing agreement and appropriate security controls.

International transfers

If personal data is transferred or accessed outside the UK, we will ensure a valid transfer mechanism—such as a UK adequacy decision, the UK International Data Transfer Agreement (IDTA), or the UK Addendum to the EU Standard Contractual Clauses—and conduct any required Transfer Risk Assessment (TRA). We keep details of the relevant safeguards on request.

4) Our purposes and lawful bases

We only process personal data where we have a lawful basis under UK GDPR. The table below links each purpose to the lawful basis.

| Purpose | Examples of data | Lawful basis |
|--|---|--|
| Create/manage your account; handle bookings; provide facilities, leagues and events | Identity, contact, account/booking data | Contract (to perform our contract or take steps before contracting). |
| Take payments, manage invoices and tax records | Identity, transaction and billing data | Contract and Legal obligation (tax/accounting). |
| Customer support and service communications | Identity, contact, correspondence | Contract (service messages) and/or Legitimate interests (operational notices). |
| Health/safety and safeguarding | Health/safety notes, incident reports | Legitimate interests (safe operation) and, where special category data is processed, an Article 9 condition (e.g., vital interests or explicit consent, as appropriate). |
| Marketing (news, offers, events) | Contact details, preferences | Consent (opt-in) or Legitimate interests for existing customers where permitted by PECR; always an |

| | | |
|--|-----------------------------------|---|
| | | easy opt-out. |
| Security, fraud prevention and legal claims | Access logs, incident information | Legitimate interests and/or Legal obligation. |

5) Who we share data with

We only share your data where necessary, with appropriate contracts and safeguards:

- Service providers / processors – e.g., EZFacility (bookings platform for non-Padel), IT hosting, payment providers, communications tools. We remain responsible for processing carried out on our behalf.
- Independent controllers – e.g., Playtomic (Padel), who processes data under its own privacy policy for the Playtomic app ecosystem.
- Regulators/authorities – where required by law (e.g., health and safety incidents).

We do not sell personal data.

6) How long we keep your data (retention)

We keep personal data only for as long as necessary for the relevant purpose and then delete or anonymise it.

| Data category | Typical retention |
|--|--|
| Account & booking records | 6 years after last activity (limitation periods / contractual & accounting needs). |
| Payment/transaction records | 6 years from end of financial year (statutory record-keeping). |
| Incident / safeguarding records | 7–25 years, depending on circumstances, legal duties and insurer guidance; retained longer where necessary for legal claims. |
| Marketing contact data | Until you withdraw consent or object; minimal “suppression list” retained to respect your choice. |

We maintain an internal Record of Processing Activities (ROPA) and retention schedule that supports this policy.

7) Your rights

Under UK data protection law, you have the rights to: be informed, access, rectification, erasure, restriction, data portability, object, and rights relating to automated decision-making (including profiling), subject to conditions. We respond within one month. To exercise your rights, email privacy@cchos.co.uk.

You may also complain to the ICO (www.ico.org.uk) if you are unhappy with how we have used your data.

8) Children and vulnerable individuals

Where activities involve children or vulnerable individuals, we apply additional safeguards and obtain appropriate consents or authorisations from parents/guardians where required.

9) Photos, video, and quotes

We may collect and use images or quotes for external communications (e.g., websites, social media, printed materials) or internal reporting (e.g., case studies). Where consent is required, we will seek it at the point of capture and store materials securely in line with our retention policy; published materials will be anonymised where appropriate.

10) Cookies and similar technologies

We use cookies and similar technologies on our websites/apps. Non-essential cookies (e.g., analytics/advertising) are used only with your consent. Our cookie banner provides a clear choice (e.g., “Accept all” / “Reject all” / “Customise”) and does not set non-essential cookies before consent. You can change your preferences at any time via “Cookie Settings”. See our Cookies Policy for details (types, purposes, providers, retention).

11) Security

We use appropriate technical and organisational measures to protect personal data and limit access to those who need it.

12) Controller/processor roles clarified

- We are the controller for personal data processed to operate our facilities (except where another controller is identified).
- Playtomic S.L. acts as an independent controller for the Playtomic app and related Padel features.
- EZFacility acts as our processor for non-Padel booking/membership systems. We remain responsible for processing carried out on our behalf.

13) International data transfers

Where data is accessed or stored outside the UK, we use approved safeguards (e.g., UK adequacy, IDTA or UK Addendum to EU SCCs) and complete any required Transfer Risk Assessment (TRA). We can provide details of the relevant mechanism on request.

14) Changes to this policy

We may update this policy to reflect changes to our services or legal requirements. If changes are significant, we will notify you through the services or by email.

15) Use of Third-Party Account Systems (Customers, Members, Partners and Suppliers)

We use third-party account and identity systems to support our services, including bookings, membership management, portals and application functionality. Customers, members, contractors, suppliers and other partners may be asked to create or use accounts within these systems.

When you create an account or sign in through a third-party provider, that provider may process your personal data as an independent controller under its own privacy policy. Depending on the service, we may share or receive the minimum information required to operate the service and manage our relationship with you—such as identity and contact details, account identifiers, booking/participation information, supplier records, or technical data needed to authenticate your account.

Third-party providers may store or process your personal data in the United Kingdom, the European Economic Area (EEA) or, in some cases, other countries depending on their infrastructure and sub-processors. Where personal data is transferred outside the UK, we require the provider to use a lawful transfer mechanism (for example, a UK adequacy decision, the UK International Data Transfer Agreement (IDTA), or the UK Addendum to the EU Standard Contractual Clauses) and to implement appropriate technical and organisational safeguards.

Examples include: logging in or maintaining a Padel account via Playtomic (Playtomic acts as an independent controller for its app ecosystem), or accessing a supplier/contractor portal provided by our systems vendor. We encourage you to review the relevant provider's privacy policy to understand how they process your information.