

GDPR ADVICE TO SMART CLUBS

How a Smart Club Solution can assist your Club with GDPR

A Smart Club Solution can assist your Club in becoming GDPR compliant but it will be down to the Club to ensure that it meets its obligations under GDPR. We can provide the tools for your Club to effectively manage your data and carry out your **GDPR obligations but we are not the 'owner' or 'controller' of the data, so it is the Club's duty to implement effective procedures and systems.**

Here are just a few of the ways we can help:

- Our Membership database (and Members Cloud) equips Club administrators with extensive features for comprehensive data management. The standard fields as well as the ability to create additional tick box criteria and user defined drop-down menus empower Club managers and administrators to record all relevant data against each member.
- The Smart Club Cloud for Members enables Clubs to ask members to register online, and within the data collection, explicitly record member permissions/agreements linked to key criteria and policies.
- Members can log-in to amend their settings and preferences (eg. opt-out) in our Cloud and Clubs can report of any changes via our Cloud reporting features. Members can also view and update some of their personal information held in the Club database.
- Reporting features enable you to report on such items as member preferences, members who have not opted-in, etc. while communications features enable you to send tailored messages to those specific individuals as a group.
- Our Cloud registration enables parents to register their children online with a Club and express their preferences in terms of communications and acceptance of policies.

Including 'Smart Club Solutions' in your Membership Terms & Agreements

We have an agreement with you as a Club (new Data and Service Agreement coming soon), under which we agree to deliver an effective membership management solution. We do not have to ask your members directly to opt-in to avail of our solutions as the Club is our customer and you have already signed your members up to receiving our service. In GDPR terminology, you are the **'controller' of the personal data to be processed.**

However, we would advise you to include reference to our service within your own terms and agreements with members. You may seek explicit consent from your members to opt-in to certain communications and services, or it may be implied that members agree to such services by virtue of becoming a Club member and in line with the successful delivery of Club services – it is part of your **contract with the member and it is in the member's interest.** The basis of agreement is up to you, the Club, to decide upon.

In summary, you may wish to include reference to the fact that:

- Smart Club Solutions delivers a Membership Management solution/database to your Club.
- This solution may on occasion involve Smart Club Solutions having sight of membership data (eg. to setup the initial database, to assist in Club support/training, to print smart cards).
- This solution may on occasion involve Smart Club Solution processing or facilitating the processing of membership data and some of this may be by third parties (eg. for online payment processing, online booking, personalisation of smart cards).
- The Smart Club Solution is critical to efficient and effective club operations and membership co-operation/agreement is taken as given once members join the club.
- Members can find out more about the Smart Club Solutions Privacy Policies at the Smart Club Solutions website at www.SmartClubSolutions.com. Updated policies are due to be added soon and these will include: Business Privacy & Data Protection Policy; Privacy & GDPR Policy for Smart Club Cloud Users, Website User Policy, Security Policy.