

TERMS AND CONDITIONS

A1 Football Factory ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.a1footballfactory.com you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is A1 Football Factory, A1 Business Park, Knottingley, West Yorkshire WF11 0BU.

Information we collect from you

We will collect and process the following data about you:

Information you give us. This is information about you that you give us by filling in forms on our site www.a1footballfactory.co.uk (our site) or by making pitch reservations, corresponding with us by phone, e-mail or otherwise. It includes information you provide when you submit an enquiry through our site and when you report a problem with our site. The information you give us may include your name, address, e-mail address, phone number and payment details.

Information we collect about you. With regard to each of your visits to our site we will automatically collect the following information:

technical information, including the Internet rotocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), information you viewed or searched for page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number.

Bookings made on our site

All bookings made via our site are subject to these terms and conditions and our code of conduct for players.

Contract: Our acceptance of your booking will take place when your payment is processed, or, if earlier, when we e-mail you to accept it, at which point a contract is formed between you and us.

Reference number: We will endeavour to attach a reference number to each booking, however, we take no responsibility for reservations that have not received a booking reference. If you are unsure at any time in the reservation process as to whether your transaction has been completed, you should telephone ourselves to check that the transaction has been completed and to obtain your booking reference number.

Price: The price of each booking will be as quoted on our site at the time the payment for your booking is processed. We shall not be liable for any technical mistake resulting in the display of an incorrect price.

Cancellation: We reserve our right to cancel your booking and any future bookings with us if we

are refused authority for payment or reasonably believe that payment will be refused at any stage.

Prepaid booking: If you have used a credit/debit card, full payment will be deducted from your credit/debit card at the time of making your reservation via the phone. Discounted booking offers made over the phone cannot be cancelled and no refunds will be given. Please be aware that the credit or debit card used must be shown when arriving at A1 Football Factory otherwise you will not be permitted to use the facilities. You may request payment from individual players even when pre paying for a discounted booking. The overpayment value can be used to pay for a future booking but cannot be refunded. Refunding individual players will be the responsibility of the individual responsible for the pitch booking.

Online reservations (pay on arrival): Your credit/debit card will not be charged. You may pay for your bookings by either cash or card when at our branches.

Cancellation: Your reservation on the site can be cancelled at no charge by calling A1 Football Factory provided it is cancelled by 10pm on the day before the booking. Cancelling your booking after this point, or failing to show up, will result in a charge for the booking to your credit/debit card. Where payments have been collected from individual players these will not be refunded, however provided the game is cancelled at least the day before, then the full amount will be available to use for a future booking. It will be the individual who booked the pitch who will be responsible for administering payments between individual players if required in such instances.

We may cancel or amend your booking at any time, in which case we will refund your booking payment, however we will not be liable for any costs, expenses or losses arising from such amendment or cancellation.

Pitch Use: Our pitches can only be used for playing football unless written agreement has been received by A1 Football management.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

Uses made of the information

We use information held about you in the following ways:

to carry out our obligations arising from any contracts entered into between you and us, including the fulfilment of payment obligations with our online payments providers, as we may use from time to time to provide you with the information that you request from us;

with business partners, suppliers and contractors and consultants for the performance of any contract we enter into with them;

with our professional advisors in relation to our business or the provision of our services; to ensure that content from our site is presented in the most effective manner for you and for your computer.

Information we collect about you.

We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure; and
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

Information we receive from other sources. We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

We will disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets;

If A1 Football Factory or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; and

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of A1 Football Factory, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your personal data

All information you provide to us is stored on our secure servers based in the United Kingdom.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at team@a1footballfactory.com

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request will be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to team@a1footballfactory.com.