



**COMMUNITY
SPORTS
FOUNDATION**

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These are the terms and conditions on which we supply goods you.

Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, what to do if there is a problem and other important information.

Our Contract

Once you have placed an order, you will receive an acknowledgement e-mail confirming receipt of your order. This email is only an acknowledgement and does not constitute acceptance of your order. A contract between us and you for the purchase of the goods will not be formed until payment has been approved by us and the money has been debited from your credit or debit card. If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product.

Pricing

We will endeavour to ensure that all details, descriptions and prices which appear on this website are accurate, however, errors may occur. If we discover an error in the price of any goods which you have ordered, we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund. Where applicable, prices are inclusive of VAT.

Subject to the above paragraph, prices quoted on the website are correct at time of publishing. We reserve the right to vary prices due to changes in VAT or any other circumstances which may be beyond our control. All orders are subject to a delivery charge.

Payment

Upon receiving your order, we will carry out a standard pre-authorisation check on your payment card to ensure there are sufficient funds to fulfil the transaction. Goods will not be dispatched until this pre-authorisation check has been completed. Your card will be debited once the order has been accepted.

Delivery

If the products are good's, we will contact you with an estimated delivery date, which will be within 4 weeks after the day on which we accept your order.

We are not responsible for delays outside our control. If our supply of the products is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.

Refunds and Exchange

If for any reason you are unhappy with your purchase, return it to us within 28 days of receipt in an unworn/unused condition for a full refund and exchange. We are unable to exchange or refund customised / printed products. Personalised products may only be returned if faulty; unsuitable sizes cannot be returned.

We would advise that you send any goods you return by recorded delivery, as we cannot accept any responsibility for items lost in the post. Postal charges are the responsibility of the customer unless the goods returned are faulty or mis described or if you are cancelling because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

Any item being reported as faulty after being worn/washed by a customer will need to be investigated by Joma. This process takes up to 4 weeks as Joma is based in Spain. Once the investigation is complete Joma will either determine by testing that the items were incorrectly washed, or the item incurred a fault during manufacture. If the investigation proves a manufacturing fault Joma will replace the faulty item.

Please follow the care guidelines for each item regarding washing and drying your kit. As with all football kits, the material is susceptible to plucking if contact is made with the velcro on shin pads, footwear, and goalkeeping gloves, fencing surrounding pitches and playing surfaces. Please ensure the kit is washed on its own to prolong the life of the colours and avoid any transfer from darker items. No refunds will be issued for items that are damaged through not following these instructions correctly.

Cancellation of Order

You may cancel your order for goods at any time up to the fourteenth working day after you receive the goods, unless your goods have been personalised in anyway. You do not need to give a reason for cancelling your order and you can cancel orders by sending the form set out below (or similar) to csfmailbox@norwichcitycsf.org.uk.

Once you have notified us that you are cancelling your order, any sum debited from your debit/credit card will be re-credited once we have received the goods into our returns department, and, in any event, within 30 days of the cancellation, provided you return the goods in the original condition. We will make any other refunds by cheque.

Stock Availability

Occasionally some items may be temporarily out of stock or sold out due to demand. Where possible these items will be removed from the website and where possible we will offer alternative items on customer approval. If this is not possible, we will place out of stock items on back order, and these will follow as soon as possible on a separate delivery. Customers can choose to accept a partially complete order at the time of checkout. If any items are likely to take more than four weeks to deliver, we will contact the customer to check with whether they wish to proceed with the order. If any items have been discontinued, we will endeavour to offer an alternative wherever possible.

The personal data we collect about you

When you access our website, make purchases from Community Sports Foundation (including purchases made via our online booking system, over the phone, or at our office) sign up for our newsletter or make a donation to us we may collect some or all of the following personal data about you:

- your name
- your contact information
- your payment details
- your communication and shopping preferences
- your browsing and online shopping activities including statistical data collected through our use of cookies on our websites; and
- special categories of data as described further below.

How and why, we use your personal data

How and why, we use your data will depend on the purpose for which we have collected it from you.

Why we use your data?

- Enquiries – for our legitimate interests in dealing with your enquiry.
- Bookings – In order to perform our contractual obligations to you.
- Event participants – For our legitimate interests in administering and delivering our events and, where applicable, in order to perform our contractual obligations to you.
- Donors – For our legitimate interests in processing your donation.
- Volunteers – For our legitimate interests in administering and delivering our events.
- Newsletter subscribers – For our legitimate interests in promoting and marketing our activities.
- If you wish to unsubscribe from any of our newsletters at any time, please update your preferences using the links in our emails or contact us directly.
- Website users – For our legitimate interests in improving our services, events and courses including our website user experience.
- In each case we will also process personal data to the extent that we need to do so to comply with any applicable legal obligation and may in exceptional circumstances need to process your personal data to protect your vital interests.

How and why, we may process special categories of personal data

We may need to use information revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data or information about your health, sex life or sexual orientation. We will only use this kind of information in the following ways, where:

- we have your explicit consent.
- it is necessary for us to use this information to protect your vital interests or those of another person where it is not possible to obtain consent.
- it is necessary for us to do so in connection with the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity; or
- in exceptional circumstances, another of the grounds specified in law for processing special categories of personal data are met.

In particular, we will need to collect these special categories of personal data for most event participants and volunteers to ensure that we can deliver our events safely and to meet the needs of our participants and volunteers. This information is only ever provided to us directly by you or by the parent, other person, school or other organisation booking the event on behalf of the participant.

Who we may share your information with

We do not sell, rent, or otherwise provide personally identifiable information to third parties without your consent.

By consenting to the information within this policy you are agreeing to us sharing your data provided to us with Norwich City Football Club. Please click [here](#) to see Norwich City Football Club's Privacy Policy.

We may disclose your personal data where necessary to:

- to the parent, school or other person or organisation who arranged your attendance at our events.
- to any emergency contacts provided by you or on your behalf.
- to any organisation or other entity which may acquire or merge with us; and
- to law enforcement and regulatory agencies in connection with any investigation to help prevent unlawful activity or where we have a legal right or duty to use or disclose your information (including for safeguarding or crime or fraud prevention purposes).

Keeping your data secure

We will use technical and organisational measures to safeguard your personal data, for example:

- we store your personal data on secure servers; and
- access to your personal data is limited to authenticated and approved staff.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet.

Cookies

Our website uses cookies to collect information about visitors. Cookies are small data files which are placed on your computer or other device by our website, and which collect certain data, some of which may be personal. This enables us to tailor our service offering (including the website) to provide you with products and services which are more relevant to your individual tastes.

You may change your website browser settings to reject cookies, although please note that if you do this it may impair the functionality of this Website. CSF cookies do not store any personal information relating to you or your credit cards. We also use JavaScript to speed up your online shopping experience. For further information about cookies, including how to refuse cookies, please visit www.allaboutcookies.org.

Transfer of data out of the EEA

Some of our external service providers are based outside the European Economic Area ("EEA") or otherwise process some of your personal data outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards are implemented:

- the countries we transfer your personal data to have been deemed to provide an adequate level of protection for personal data by the European Commission.
- we use contractual clauses approved by the European Commission which give personal data similar protection to that which it has in the EEA; or
- where we use providers in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data that applies within the EEA.

Please contact us if you would like further information on the specific mechanism used by us when transferring your personal data out of the EEA.

Your rights

You have rights under data protection laws, in certain circumstances, including to:

- request access to personal information that we may process about you
- require us to correct any inaccuracies in your information free of charge
- to require us to erase personal data that we may process about you where this is no longer required to be processed by us
- to object to or restrict our processing of some of your personal information in certain circumstances

If you wish to exercise any of these rights, you should put your request in writing and provide us with enough information to identify you. If we need further information, we will let you know.

If you have any concerns or questions as to the way in which we process your information, please do contact us. In addition, you have a right to bring a complaint with the Information Commissioner's Office or other applicable authority. More information on the Information Commissioner's Office and your rights is available at www.ico.org.uk.

If you wish to unsubscribe from email marketing communications that we send you, you can most easily do this by clicking on the unsubscribe link at the bottom of any email newsletter we have sent to you.

Retention of data

We will retain your information for no longer than is necessary for the purposes for which we collected it, or for as long as we have your consent to do so where your consent is the legal basis on which we process such data. All retained data will be held subject to this policy.

Third party sites

Our website contains links to other websites operated by third parties. Please note that this privacy policy applies only to the personal data that we collect, and we cannot be responsible for personal data that third parties may collect, store and use through their websites. You should always read the privacy policy of each website you visit carefully.