Ipswich Town U21 Ticketing — Privacy Notice

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1. About this notice

This notice supplements the Ipswich Town U21 Privacy Policy. It explains the additional personal data that is processed specifically by the Ipswich Town U21 Ticketing service at https://itfcu21.colchesterstadium.com for the purchase, fulfilment and use of tickets, parking, hospitality and related products.

Your account, your identity, your marketing preferences, and how you exercise your data-protection rights are all governed by the main Privacy Policy. Please read that policy as well — it is the authoritative document for everything about your Ipswich Town U21 account.

Ipswich Town Football Club is the Data Controller for the personal data described in this notice, **HotLizard Limited** provides and operates the Ticketing service on behalf of Ipswich Town U21 as part of the digital services platform.

2. Additional data we collect for ticketing

In addition to the account information described in the main Privacy Policy, the Ticketing service collects and uses the following additional information where needed.

Data	When collected	Why
Ticket-recipient email address	When a ticket is purchased and the recipient email is different from the purchaser's account email.	To send the ticket or mobile wallet pass to the right person.
Season-ticket substitution email address	When a season-ticket holder transfers their seat to another person for a single fixture	So the substitute can collect or receive the ticket, and so we can deal with any related queries or disputes.
Vehicle registration number	When you book parking	To allow venue parking access using automatic number-plate recognition (ANPR) system can admit your vehicle. This is stored against the booking, not on your profile.
Billing and delivery address; saved-address details	At checkout, or when you save an address for faster checkout	To fulfil your purchase and to comply with payment requirements.
Purchase, attendance and entitlement history	When you buy tickets, make bookings, use credits or pledges, or attend events	To manage your purchases, process refunds or substitutions, support match-day operations and produce ticketing and financial reports.
Mobile wallet pass download log (including the IP address used to download the pass)	When a pass is downloaded or refreshed	To detect abuse of the pass delivery system and to diagnose issues with specific passes.
Hospitality dietary and allergen information	If you voluntarily provide this in connection with a hospitality booking	To help us provide appropriate food and serve you safely.
Payment and reconciliation information	When you pay	To reconcile and refund payments. Full card details are processed by the payment provider and are not stored by us.
Marketing email suppression record	If you withdraw consent, object to marketing or close your account	To make sure we do not contact you where you have asked us not to.

Where dietary or allergen information reveals health information or other sensitive information, we use it only for the purpose of managing your hospitality booking and helping us provide appropriate food safely. We limit access to

this information to those who need it for that purpose and protect it in line with UK data protection law.

3. Legal basis for this additional processing

We rely on the following lawful bases for the additional Ticketing processing described in this notice:

- **Contract** — processing and fulfil your ticket, parking, hospitality and related purchases or bookings.
- **Legitimate Interests** — to protect the integrity of the mobile pass system, carry out anti-abuse checks for parking and access, support ticketing operations and reporting, and send relevant service-related marketing about similar Ticketing products or services where permitted by law.
- **Consent** — for any general marketing that goes beyond the Ticketing service — for example the club newsletter, cross-product promotions and partner offers — captured and managed on your Ipswich Town U21 account at https://itfcu21.solelysecured.com.
- **Legal Obligation** — keeping financial and suppression records where required by law.

Where dietary or allergen information reveals health information or other sensitive information, we process it only where you have voluntarily provided it for the specific purpose of managing your hospitality booking and helping us provide appropriate food safely

When you buy a ticket or use the Ticketing service, we may send you service-related marketing about similar Ticketing products or services, such as fixture reminders, season-ticket renewals, hospitality offers or similar updates. We rely on our legitimate interests to send these communications where permitted by electronic marketing rules, including the “soft opt-in” for similar products and services. You can object to these messages at any time by using the unsubscribe link in the message or by updating your communication preferences through your Ipswich Town U21 account.

Separate general marketing, such as newsletters, cross-product promotions or partner offers, is sent only where you have given consent. You can withdraw that consent at any time through your Ipswich Town U21 account. More information is set out in Section10 of the main Ipswich Town U21 Privacy Policy.

4. How this site keeps in step with your Ipswich Town U21 account

When you sign in to the Ticketing service, it receives the account information it needs to identify you and provide the service, such as your name, email address and any relevant saved address details.

Your core account details are managed through your Ipswich Town U21 account and are kept consistent across participating Ipswich Town U21 digital services. The Ticketing service does not hold your password or multi-factor authentication secret.

5. How long we keep ticketing data

Data	Retention
Ticket records containing personal data, such as recipient name, recipient email	Kept during the season of purchase and for 24 months afterwards. After that point the personal-data is anonymised;and financial reconciliation is retained for 7 years.
Season-ticket substitution email	Season of the fixture plus 12 months.
Vehicle registration for (ANPR) parking	30 days after the event.
Mobile wallet pass download log	90 days.
Payment and reconciliation records	7 years in line with UK financial and tax law. Account-linked personal data is anonymised from these records on account closure; while the financial record is retained.
Hospitality dietary / allergen information	Deleted after the event.
Marketing email suppression record	Retained indefinitely as proof of suppression and to make sure we do not contact you where you have asked us not to.

6. What happens when you ask us to delete your account

When you request deletion of your Ipswich Town U21 account, the Ticketing service is notified. During the 14-day grace period described in the main Ipswich Town U21 Privacy Policy, Ticketing records linked to your account are marked as pending deletion.

If you do not cancel the deletion request during that period, we anonymise personal data linked to your account in Ticketing, except where limited information must be retained for legal, financial, operational, security or suppression purposes.

We keep:

- financial and reconciliation records (with personal data removed where possible) for 7 years, in line with UK financial and tax law.
- a record that the account has been anonymised, for audit purposes; and
- the marketing email suppression record.

7. Venue access and ground operations

Ipswich Town U21 operates on a ground-share basis and a fixture is played at a venue operated by another club. Access-control data, such as ticket scans at the turnstile, ANPR plate reads at the parking entrance, is used to admit you to the event and support venue access, safety and security.

The host venue for the current fixture programme is JobServe Community Stadium, operated by Colchester United Football Club Ltd.

8. Cookies and similar technologies

The Ticketing service uses cookies and similar technologies on the same terms as other Ipswich Town U21 digital services. Your cookie choices apply across Ipswich Town U21 digital services. See Section §8 of the main Ipswich Town U21 Privacy Policy for the categories of cookies and how to change your choices.

9. Your rights and how to contact us

The main Privacy Policy explains in full the rights you have over your personal data and how to exercise them. You can exercise most rights directly from your Ipswich Town U21 account at https://itfcu21.solelysecured.com by using the contact details in Section §1 of the main Privacy Policy.

For questions about a Ticketing purchase, you can contact the Ticketing support team at tickets.itfcu21@mail.colchesterstadium.com. For data-protection queries, please use the contact details in Section §1 of the Ipswich Town U21 Privacy Policy.

10. Complaints

If you are unhappy with how we have handled your personal information, please contact us using the details in Section §1 so we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office. Full contact details are set out in the main Ipswich Town U21 Privacy Policy.

11. Changes to this notice

We may update this Privacy Policy from time to time to reflect changes in our practices, our services or the law. If we make material changes we will notify you through the relevant Ipswich Town U21 digital service, by email, or both. Minor changes are indicated only by an updated "Last updated" date at the top. The policy in force at the time of each previous publication is retained and accessible at https://itfcu21.colchesterstadium.com/privacy/versions.

— End of Ticketing Privacy Notice —