Privacy policy

What personal information Jackhigh holds, why, who can see it, how long it's kept, and your rights under UK data protection law.

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1. Who we are

Jackhigh (jackhigh.co.uk) is a website for lawn bowls leagues, competitions, clubs and tournaments. It's run by Joe Mellon, who is the data controller for the personal information on the site under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any question about your information, or want to use any of your rights, email admin@jackhigh.co.uk.

2. The short version

- We hold only what's needed to run leagues, competitions and clubs: names, results, and contact details where they're given.
- Results and team sheets are public, as they are in any sport. Contact details are only shown to the people the player chooses. Dates of birth are never public.
- We don't sell or share your information for marketing, we don't send marketing emails, and we don't use advertising or tracking cookies.
- You can ask to see, correct or delete your information at any time.

3. What we hold, and where it comes from

If you create a login

Your name, your email address and a password. The password is stored only in scrambled form, so no one, including us, can read it.

Player records

Your club, or a league your club plays in, adds you as a player so that you can be picked and your results recorded. A player record holds:

- your name and your club or clubs, including clubs you used to play for
- your results, the teams and rinks you've played in, and your averages
- whether you can play in upcoming matches, if you or your captain record it
- if your club adds them: your email address and phone number, your gender (for men's, ladies' and mixed competitions) and your date of birth (for junior and age-limited competitions).

A player who isn't on the site can be written onto a team sheet by name, for the league to check.

Club and league officials

The names, posts, email addresses and phone numbers of club and league officers and contacts, as added by the club or league.

Tournament entries

When you enter a tournament, the names of your team's players and their club, and the contact name, email address and phone number you give.

Messages you send us

When you send an enquiry, ask to join a club or ask to manage a club, we keep your name, contact details and message.

Score cards

If you keep a score card on the site, the names and scores you enter.

Pictures

Clubs and leagues can add a logo and a picture to the top of their pages, and a logo to their honours boards; tournament organisers can add a sponsor's logo. If a picture on the site shows you and you'd rather it didn't, tell us and we'll take it down. Clubs and leagues should only use a picture of a child with the agreement of their parent or guardian.

Sign-in records

When someone signs in, fails to sign in or registers, we record the email address used, the date and time, the IP address and the type of browser, to protect accounts.

Visitor numbers

To know how many people use the site, and which pages are useful, we count the pages visitors look at. For each page we record the date, which page it was, whether it was seen on a phone, tablet or computer, whether the visitor was signed in, and the website they followed a link from, if any (such as a search engine). We don't use a cookie for this, and we don't keep your IP address: we turn it, with the date and your type of browser, into a code that can't be turned back, and that changes every day. So we can count you once a day, but we can't tell who you are or follow you from one day to the next.

4. Why we use it, and our lawful basis

- **To provide the service you signed up for** (performing our contract with you): your login, your account and the features you use, such as score cards and entering competitions.
- **To run bowls leagues, competitions and clubs** (legitimate interests): recording players, picking teams, publishing fixtures, results, tables and averages, and showing who has won. This is what clubs and leagues use Jackhigh for, and what players would expect. We've balanced this against your interests: only names and sporting results are public, unless a player chooses to show their contact details.
- **To pass messages on** (legitimate interests): telling a club's officials about a request to join, telling tournament organisers about an entry, emailing players who've been asked if they can play or have been picked.
- **To keep the site secure** (legitimate interests): sign-in records, and spotting misuse.
- **To count visitors** (legitimate interests): to see how the site is used, without knowing who anyone is.
- **To introduce Jackhigh to clubs and leagues** (legitimate interests): we may email a club's or league's secretary or contact about using the site. We keep a record of what we've sent, and won't email them again if they ask us not to.

We don't use your information for automated decisions about you, or for profiling.

5. Who can see it

- **Everyone**: players' names, clubs, results, team sheets and averages; the names of clubs, teams, leagues and tournaments and their results; the honours boards of past winners that clubs and leagues keep; and any contact details a club, league or player has chosen to make public. Player pages aren't listed in search engines.
- **The people a player chooses**: a player's email address and phone number are shown only to their own club, to their club and the leagues it plays in, or to everyone, as the player or their club chooses. Club and league officials can always see their own players' details.
- **Club officials and league admins**: the players, teams and requests to join of the clubs they look after.
- **The player and their club's officials only**: date of birth.
- **Tournament organisers**: the entries to their tournament, including contact details.
- **Jackhigh's site administrator**: everything, to run and support the site.

Companies that help us run the site

We use two companies to run the site. Each acts on our instructions and can only use your information to provide their service to us:

- **IONOS**, which hosts the website and its database in a UK data centre.
- **Brevo**, which sends the site's emails (such as password resets, availability requests and team selections). Brevo is based in the EU, which UK law recognises as protecting personal information to the same standard.

We keep backup copies of the site on our own equipment in the UK.

We don't share personal information with anyone else, unless the law requires us to.

6. How long we keep it

- **Logins**: until you delete yours, or ask us to.
- **Player records, results and team sheets**: for as long as the club or league uses the site, as the record of its seasons. When a player leaves a club they're shown as a former player, and their past results stay part of the club's and league's history.
- **Tournament entries**: with the tournament's results.
- **Honours boards**: for as long as the club or league keeps them, as the record of who has won.
- **Messages you send us**: for as long as we need them to deal with what you asked. Ask us and we'll delete them.
- **Sign-in records**: 90 days, then deleted automatically.
- **Visitor numbers**: 25 months, so this year can be compared with last, then deleted automatically.
- **Backups**: daily backups are kept for 30 days, and one backup a month for 12 months. Then they're deleted.

7. Your rights

Under UK data protection law you have the right to:

- **see** the personal information we hold about you, and get a copy
- **correct** anything that's wrong. You can change your own login and player details yourself, or ask your club
- **have it deleted**, or a picture of you taken off the site. You can delete your login yourself, at the bottom of **Your account** (press your name at the top of the page), or ask us to. This deletes your login, your sign-ins and score cards, and anything you run on the site, and removes the email address and phone number from your player record. Results are part of a league's or club's sporting history, so we may keep your name on past results; tell us if you have a particular reason for wanting it removed, and we'll consider it
- **object** to how we use it, or ask us to **restrict** it
- **take a copy** of the information you've given us, in a common format.

Email admin@jackhigh.co.uk to use any of these. We'll reply within one month. There's no charge.

If you're unhappy with how we've handled your information, please tell us first. You also have the right to complain to the Information Commissioner's Office (ICO): ico.org.uk, or 0303 123 1113.

8. Children and junior players

Junior players can be added by their club, for junior and age-limited competitions. Clubs should only add a player under 18 with a parent's or guardian's agreement, and we recommend they leave out a junior's contact details. A parent or guardian can use any of the rights above on behalf of their child.

9. Cookies

Jackhigh uses only the cookies it needs to work:

- one that keeps you signed in, if you sign in
- one that protects the site's forms and carries short messages between pages.

We don't use advertising, analytics or tracking cookies, so there's nothing to accept or turn off. (Visitor numbers are counted without cookies: see above.)

10. Keeping your information safe

The whole site uses a secure (HTTPS) connection. Passwords are stored only in scrambled form. Only the people who need to see information, as set out above, can see it.

If something goes wrong, such as information being sent to the wrong person or seen by someone who shouldn't see it, we'll put it right as quickly as we can and tell the people affected. Where the law requires it, we'll report it to the ICO within 72 hours of finding out.

11. For clubs and leagues

If you add players or contacts to Jackhigh, please only add people who know they're being added (for example, as members of your club or players in your league), and point them to this policy. You can change or remove their details at any time, and we'll help with any request a member makes to you.

12. Changes to this policy

If we change this policy, we'll update it here, with a new version number and date.