

Privacy Policy

Krono Sports is committed to protecting your privacy online. This policy statement explains the steps we take to ensure this.

What information do we collect?

During your registration for an event, membership, donation or product purchase we ask you (the profile owner) to create a profile providing specific information that will be used in the basic registration process. This will include details such as:

- Your name, gender and date of birth
- Email address
- Postal address
- Your mobile and/or landline telephone number
- Emergency contact details
- Health conditions relevant to competing in the event

These details are held on our system and may be re-used if you subsequently enter other events, make product purchases, or make a donation using your profile.

You can edit, update, change or remove (de-active your account) these details using your normal profile login details at any time. If you forget your password our system will send you a reminder by email. You can also change your password at any time.

When you enter an event, or take up, we may ask additional questions as part of the registration process. These questions are only stored for that event, they are not part of your **Krono Sports** profile.

What information do we process?

Information that we collect and store in your **Krono Sports** user profile will be used by us to communicate with you regarding any system updates, issues relating to any event entries, memberships or other bookings made via the **Krono Sports** platform.

The profile owner is responsible for the creation, maintenance and update of profile records. It is the responsibility of the profile owner to ensure any changes made to these participant details are accurate.

All data (except credit/debit card details and any password you (the profile owner) have set), will be passed onto the staff members supplying the activity/purchase (the data controller) for the purposes of registration of event entry and associated services.

Individual participants may opt into receiving general information from any or all of the following:

- Krono Sports (as the data processor)
- Any third parties the organisation may wish to share your details with.

In all cases, event-specific information such as your order receipt, your race details and your results will be sent to you, as, without this information, you will not be able to take part in the event itself.

Use of cookies

To help us remember you between visits and so speed up your registration process we may also use cookies.

Cookies are small files which many web sites transfer to your computer's hard disk. They can inform the web site what pages you visit, and your preferences, which enables these web sites to provide you with a more personalised service. You can set your browser to refuse cookies, or to warn you before accepting them.

We do use cookies, but most parts of our site can be accessed even if your cookies are turned off. However, you may find there are parts of our site which you cannot access if your cookies are turned off.

We use the information generated by these cookies to help us understand more about how our web site is used, to improve our site, and to allow us to send you information about us and our products and services which we think may be of interest to you, either electronically or otherwise.

When do we share information?

Krono Sports will never sell your information. Information is shared only in the following circumstances:

- to an organisation using **Krono Sports/our Krono Sports website** as the data processor platform to enable them to manage participants into their events or membership renewals.
- In some circumstance to a fulfilment company for the sole purpose of sending out race packs (only names and addresses and product details)

If you are entering a race through our system for another organiser the data we collect will be provided to the organiser of that event but it will not be available to any other organiser or third party.

A number of other organisations have links on our site. If you link to their sites, they may collect information. Such sites are not within our control and are not covered by this privacy statement.

If we believe that your use of the website is unlawful or damaging to others, we reserve the right to disclose the information we have obtained through the site about you to the extent that it is reasonably necessary in our opinion to prevent, remedy or take action in relation to such conduct.

Financial information

We do not store credit/debit card details

We do not store any of your financial information on our servers. Your financial data is passed directly to our payments gateway partner (Stripe) for processing and is never stored in our databases or on our servers. We may hold the last 4 digits of any card for the purpose of resolving any queries.

Stripe are certified to the highest level of the PCI standard, which requires compliance with more than 200 security controls.