



## Reasonable Adjustment Application Form: Disabled Supporters Season 2021/22

Completing this form means that we can plan to meet your needs during your visit and that accessible facilities are only used by supporters that need them.

### **DISABLED SUPPORTER**

MR / MRS / MISS / OTHER (please circle) **Fan ID / Season Ticket No.** \_\_\_\_\_

<b>Surname</b>	
<b>First Name</b>	
<b>Address:</b>	
<b>Postcode:</b>	
<b>Daytime Telephone Number</b>	
<b>Email Address</b>	
<b>Date of Birth</b>	

**Requirements – subject to availability/qualification (please tick box)**

<b>Personal Assistant/Essential Companion</b>		<b>Match-day Commentary (via headset)</b>	
<b>Wheelchair Space</b>			
<b>Level Access Seating</b>			
<b>Quiet Zone Seating</b>			

A Personal Assistant/Essential Companion ticket will only be allocated to people with a long-term disability as defined by the Equality Act 2010. However, each application will be considered individually, and exceptional circumstances will be considered where necessary.

Please give a short explanation regarding your need for a Personal Assistant/Essential Companion. Please provide as much information as you are comfortable with regarding how your disability affects your match day experience and your access to match day facilities.

You will also be required to provide us with appropriate supporting documentation, please refer to our Ticketing Policy (Disabled Supporters) on our website

Also see copy of our Wrexham AFC disability Policy here -

[https://www.wrexhamafc.co.uk/sites/default/files/community/wrexham\\_afc\\_-\\_disability\\_policy\\_-\\_2020-21.pdf](https://www.wrexhamafc.co.uk/sites/default/files/community/wrexham_afc_-_disability_policy_-_2020-21.pdf)

this will give you all the relevant information as to what forms of documentation we accept (e.g. DLA letter, PIP letter, Access Card etc).

## Privacy Policy Notice

The Club are the Data Controllers of personal data collected by us which you provide from this form, for the purpose of the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679).

References to “we”, “us” and “our” in this Policy are all references to the Club.

Protecting your privacy is very important to us. This privacy policy (“**Policy**”) describes the types of personal data you provide, and/or we collect via your use of our services, what we may do with that personal data and your rights. “Personal data” is defined in the GDPR and is essentially information from which an individual person can be identified. By submitting information and/or continuing to use our services, you signify your consent to us using your personal data in accordance with the below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	A. Identity B. Contact	Performance of a contract with you
To process and deliver your order including: A. Manage payment, fees and charges B. Collect and recover money owed to us	A. Identity B. Contact C. Financial D. Transaction	A. Performance of a contract with you B. Necessary for our legitimate interests (to recover debts due to us)

- Identity Data includes first name, middle name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact Data includes billing address, delivery address, email address and telephone numbers.
- Financial Data includes bank account and payment card details.
- Transaction Data includes details about payments to and from you and other details

### Lawful basis

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by Contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

## **Your legal rights**

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

## **Retention Policy**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

We will retain the data provided on this form for 3 years. Beyond that, the data will be destroyed in a secure, confidential manner.

**If you are requesting a Personal Assistant/Essential Companion (complimentary ticket) for the 2021/22 season (subject to qualification), it is important that the Disabled Supporter and/or Personal Assistant/Essential Companion read the following terms and conditions regarding the role and responsibilities the PA/Essential Companion must adhere to at all times.**

- By accepting the complimentary ticket your PA/Essential Companion accepts responsibility for providing you with the support you need to attend the match. This includes being able to provide you with additional assistance during an emergency evacuation.
- The stewards at the match are unable to provide assistance in excess of their typical role and general reasonable adjustments, so it's important that, if you need help moving around, your PA/Essential Companion is ready and willing to support you with this.
- When entering the stadium, the PA/Essential Companion must enter at the same time as the Disabled Supporter. Although a Disabled Supporter can enter the stadium by themselves, the PA/Essential Companion will not be admitted without being in the presence of the Disabled Supporter.
- It is the policy of The Racecourse Stadium Ground Regulations that all children under the age of 14 are accompanied by an appropriate adult over the age of 18. We accept that young carers are a much valued and needed source of support, but we are only able to accept them under the free PA/Essential Companion ticket scheme where there is no risk of them being left unattended.
- If your need for a PA/Essential Companion is something related to a potential deterioration in your condition, then a PA/Essential Companion ticket may not be authorised for anyone under the age of 14.
- If the Disabled Supporter is unable to attend a match and the PA/Essential Companion would still like to attend, then you will need to contact the Ticket Office to upgrade your ticket/s.
- If it is felt that your PA/Essential Companion is not providing you with the support, you need we reserve the right to eject them from the facility at any time and refuse access under the PA/Essential Companion scheme for future matches. We will endeavour to support you with the rest of your visit if this is the case but if we are unable to make appropriate reasonable adjustments to do this and it jeopardises your, or other supporter's health and safety we may be left with no other option than ask you to leave also. It is especially important that you choose the right support to come with you.
- If we feel that either the Disabled Supporter or their PA/Essential Companion are abusing the system, we reserve the right to treat the matter as fraud and look at bringing legal action. Every accessible space taken up by somebody that doesn't need it represents a Disabled Supporter missing out.

Wrexham Football Club reserves the right to seek additional proof of disability where there is an element of reasonable doubt relating to the need for a Personal Assistant/Essential Companion complimentary ticket.

I declare that the information I have given on this form is truthful and complete. I understand that if any of the information I provide is untrue or misleading or if I fail to disclose a change in circumstances, then this could lead to the withdrawal of my tickets.

I accept the terms and conditions set out above (only applies to those supporters that request a Personal Assistant)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Please email your application (including supporting documentation) to: [kerry.evans@wrexhamfc.tv](mailto:kerry.evans@wrexhamfc.tv) or post it to: **Kerry Evans, Wrexham Football Club, The Racecourse Stadium, Mold Road, Wrexham, LL11 2AH**  
Or - Wrexham AFC Ticketing Manager – Dan Sear on [Daniel.Sear@wrexhamfc.tv](mailto:Daniel.Sear@wrexhamfc.tv)