

Women's Rugby World Cup England 2025 Ticketing Website Privacy Statement

1. Introduction

This Privacy Statement has been developed to illustrate the commitment of Rugby World Cup (England 2025) Limited to the protection of the privacy and personal information of individuals who interact with the official Ticketing Website of the Women's Rugby World Cup England 2025 ("**RWC25**") and/or who otherwise purchase tickets or ticketed products for RWC25 and/or attends at RWC25.

This Privacy Statement applies to the processing of personal information collected via or in relation to the following:

- The official RWC25 Ticketing Website: tickets.rugbyworldcup.com (the "**Website**")
- The RWC Customer Service Team
- Submission of emails, forms and enquiries (including surveys, questionnaires and applications) which may be received via email, telephone or post
- Use of RWC25 tickets or ticketed products

Please note that for any personal information collected or processed via cookies or other tracking technologies via the Website, we have developed a separate Cookies Notice which can be accessed and viewed here – [Cookies Notice](#).

This Privacy Statement may also be supplemented with additional information about the processing of personal information that is made available for each functionality, application or service available on or via the Website.

2. Purpose of this Privacy Statement

The purpose of this Privacy Statement is to provide individuals with a clear understanding of:

- the types and categories of your personal information that we collect;
- why we collect your personal information and where we collect it from;
- how and why we use your personal information;
- who we may share or disclose your personal information with and why;
- how we protect your data protection rights;
- how you can obtain further information on our use of your personal information;
- other details relevant to how we give effect to the privacy of individuals.

3. Data Controller

The following entities will be joint controllers for the processing activities directly related to the administration, management, servicing and fulfilment of tickets and ticketed products for RWC25 and facilitating your experience and attendance at the tournament and matches:

- Rugby World Cup (England 2025) Limited, the local operating company authorised by World Rugby Events DAC to organise and operate RWC25 (“LOC25”);
- World Rugby, which includes World Rugby Events DAC, the owner of the commercial rights to RWC25, and other World Rugby group companies as outlined further below in this Privacy Statement (“World Rugby”);
- Rugby Football Union, or the RFU, the national governing body for grassroots and elite rugby in England (“RFU”).

Joint controllers mean that LOC25, World Rugby and RFU have decided together why and how your personal data will be processed to facilitate your attendance and experience at RWC25 as outlined above. When organisations act as joint controllers, they must be transparent on the roles and responsibilities of each entity involved.

LOC25 will be processing your personal information in order to facilitate and fulfil the purchase of tickets for RWC25, including resolving complaints, processing refunds, accommodating accessibility requirements and answering general queries.

World Rugby will be responsible for processing your personal information to provide support information related to RWC25 to enhance your fan experience, including notifying you of venue information and event schedules. World Rugby will also process your personal information to facilitate the single-sign on function which operates across World Rugby digital platforms and this RWC25 Ticket Website, in circumstances where a World Rugby fan account is required in order to purchase a RWC25 ticket or ticketed product.

The RFU may process your personal information to notify you about updates that may impact your attendance and experience at the Allianz Stadium and for other operational and administrative purposes related to venue operations and health & safety.

Where one of these entities processes your personal information for any other purpose, other than that which was jointly agreed, that entity will be deemed to be a separate controller. More information on how World Rugby and the RFU processes personal information and how you can assert your data protection rights to World Rugby and the RFU can be found in their respective privacy policies below:

[World Rugby Privacy Policy](#)

[RFU Privacy Policy](#)

Your data protection rights are not impacted by the existence of this joint controller relationship. You can submit a request regarding your personal information to any of the entities and they will work together to satisfy your request. Please see further below in the

“Contact Details” section of this Privacy Statement for details on how to make contact with each of these entities in relation to your data protection rights.

4. How This Privacy Statement Applies To You

This Privacy Statement is addressed and relevant to individuals in the following categories:

- **Website visitors:** an individual browsing, using or interacting with the Website, and/or participating in a ballot, even if that individual does not actually purchase a ticket or ticketed product;
- **Pre-sale and newsletter subscribers:** Individuals who express an interest in receiving information regarding RWC25 and/or updates on ticket and ticketed product releases;
- **Ticket purchasers:** individuals who purchase tickets or ticketed products via the Website or via other third party platforms;
- **Account holders:** individuals who have created a World Rugby fan account and purchased, or attempted to purchase, tickets or ticketed products via the Website. The World Rugby fan account enables individuals to interact with World Rugby across World Rugby digital platforms such as mobile apps and websites, and allows World Rugby to assess fan engagements to improve the fan experience and advance the sport of rugby union. You will be required to create a World Rugby fan account to purchase RWC25 tickets or ticketed products. When creating your World Rugby fan account you will be presented with a separate World Rugby privacy statement, which describes how your data is collected and processed in relation to the creation and use of your World Rugby fan account;
- **Ticket recipients:** An individual for whom a RWC25 ticket or ticketed product has been purchased. A ticket purchaser may be requested or required to provide personal information of the individuals for who they are purchasing a ticket. The ticket purchaser must ensure they have the consent of such individuals to provide their personal information.
- **Volunteers** – A volunteer registration portal (including expression of interests) may be made available via the Website pursuant to which individuals wishing to participate as a volunteer at RWC25 will be required to register;
- **Resellers and purchasers of resold tickets:** Individuals who purchase or sell tickets or ticketed products via any resale functionality that may be made available on or via the Website;
- **Physical sales at Ticket Venue Offices:** Individuals who purchase tickets or ticketed products via ticket box offices in or around the RWC25 venues;
- **Third party ticket purchases:** If an individual purchases tickets via a third party, for example, a partner hospitality, travel or experiential provider, that third party may send us relevant information relating to the individual’s ticket purchases to enable us to service, administer and fulfil the ticket purchase and provide related services;
- **RWC25 attendees:** individuals who use a ticket or ticketed product to access or attend at a RWC25 venue and/or match;
- **Customer Service Queries:** individuals who submit queries or feedback regarding their RWC25 tickets or purchases or otherwise engage with the RWC25 customer service team.

5. Types of Personal Information Collected and How We Use It

We use the personal information collected from or provided by you for various reasons, including in particular, to successfully process your requests for tickets or ticketed products and to fulfil or deliver the tickets to you, to provide you with access to RWC25 venues and the relevant RWC25 matches in accordance with applicable ticketing and admission terms and the security protocols in place at the relevant venues as well as in accordance with any relevant health and safety or security regulations, to keep a record of transactions in accordance with good business practice, and to analyse ticketing sales, purchases, engagements and demand data relating to RWC25. The following information may be collected or required from you in relation to your customer journey regarding the purchase of tickets and/or attendance at RWC25:

- Login data relating to fans/purchasers
- First names
- Second names
- Email addresses
- Home address details
- Phone numbers
- Country/location details
- Expression of interest submissions
- Ballot application data (including selections)
- Date of birth
- Preferred rugby unions
- IP addresses
- Marketing permissions and consent approvals
- CCTV footage, images and photos from match attendance
- Match access control information/attendance confirmations
- Administrative billing/invoicing information (including billing/shipping address)
- Accessibility information (including potentially medical information)
- Feedback and customer support queries (written and oral)
- KYC (personal due diligence) information (including for ticket reselling)
- Fan/user preferences

In particular, we will collect the following personal information from you for the following reasons:

- **Ticket Purchases, Servicing and Fulfilment:** Where you have purchased, requested to purchase or received tickets for RWC25, we will collect personal information about you such as your identification data, contact details, address details, requests for additional accessibility requirements (including amenity seats), purchase/order-related data (customer IDs, order IDs) and any special seat location requests, fan account updates, purchase history, details of the payment method used, ticket and seat allocation and information you may submit relating to your attendance at RWC25. We collect and process this information in accordance with our legal basis which is to perform a contract we have with you for the sale and fulfilment of tickets. We may also collect personal information related to:

- Your entry into ballots and ticket draws
 - Processing of ticket refunds and/or ticket resales
 - Facilitating the delivery of or access to tickets
 - Providing updates, communications or notifications relating to servicing ticket purchases or requests
 - Billing and invoicing requirements related to your tickets
 - To track your purchasing journey (to fulfil the ticket contract)
 - To enable you to track your own purchasing history to comply with our financial and legal obligations and where we have a legitimate interest to better understand your purchases and to maintain and improve the accuracy of the information about you.
- **Refunds and Resales:** We will process the personal information you have provided to us for the purposes of processing refunds to you. For reselling of tickets (if such a functionality is made available via the Website), as we may be transmitting money to you, we may need to collect information such as a valid ID or other customer due diligence requirements. We may also collect information from you when you use our services as a ticket reseller, including additional identification data such as tax identification numbers, in order to comply with our legal obligations.
 - **Access to RWC25:** To ensure we can grant you successful access to the tournament, venues and matches at RWC25. This may include providing or collecting from you relevant information such as operational updates (including in relation to access information, ticket collection information, seat changes and fixture changes) relating to match days and other events. This is based on our legal basis for processing your personal information where we need to fulfil our contractual obligations relating to your ticket purchase. We may also collect accessibility information when you purchase a RWC25 ticket or ticketed products in accordance with our legal obligations relating to health and safety at venues and equality provision. We will also record your attendance at RWC25 matches (via ticket scanning at point of entry) to comply with our legal obligation to ensure and protect the health and safety of individuals and crowds at venues;
 - **Ticket box office purchases:** If you purchase tickets in or around the venues at which the RWC25 is being held, the RWC25 Customer Services Team may need to develop or update fan accounts and administer tickets and receipts/invoices at the physical onsite location in order to fulfil the contract with you. Personal information collected and used in these circumstances shall be processed in accordance with this Privacy Statement.
 - **Third party purchases:** If an individual purchases tickets via a third party, for example, a hospitality, travel or experiential provider, that third party may provide us with relevant information relating to the individual's ticket purchases to enable us to service, administer and manage the ticket fulfilment process. This may include your contact and billing details and related information necessary to ensure you can avail of and use the tickets or ticketed products. If you have bought any goods and services from us, but part of which may be fulfilled by a third party (e.g. parking, travel, insurance, merchandise) we may need to share your personal information with that third party to ensure we can fulfil the contractual commitment to you.
 - **Customer Care Services.** When you contact the RWC Customer Services teams with a query or provide them with feedback, your interaction and engagement with them

will be retained for evidentiary purposes and to provide support related to your query and to improve the customer care services for RWC25. Our legal basis for this processing will be in our legitimate interest to ensure our customers are satisfied with our events or products.

- **Donations:** We may need to process your personal information (including name, email address, ticket purchase IDs, home address) in order to manage and administer any charitable donations that you might have submitted in connection with your ticket purchase. Our legal basis for doing so will be to fulfil the contract with you in relation to your donation to the relevant charity.
- **Marketing:** We will need to process your personal information, including first name, last name, email address (and such other information that we expressly request) in order to provide you with the information and content you have requested and consented to. Our legal basis for this processing shall be the provision by you of your consent. For further information on marketing and consent, please see section below entitled “Marketing and Consents”.
- **Cookies and Tracking Technology:** We use Cookies and other tracking technologies to help us to provide you with the very best experience when you use the Website and help us to make improvements, including in relation to performance, to the Website. In doing so, we may process your personal information provided you have provided your consent, which shall be our legal basis. For more details on our use of Cookies, please consult the section below entitled “Cookies” and our [Cookies Policy](#).
- **Analytics and Preferences:** we may process your personal information when reviewing and developing Website traffic analytics and statistics and when seeking to improve the operation, security and efficiency of the Website to enable us to gain insights into how we can increase the overall success of RWC25 and ticket sales. Our legal basis for doing so shall be our legitimate interest in ensuring the ultimate success of RWC25 as a commercially successful event with a core focus on the fan experience. For further information regarding your analytics, preference and improvement activities, please see below section entitled “Improving How We Interact With You”.
- **Fraud and Cyber Security:** We may process personal information collected from or submitted by you in order to monitor, review and assess the Website and our ticketing activities in general, from the perspective of data security, fraud and cybersecurity. Our legal basis for doing so is our legal obligation and legitimate interest in protecting your personal information, the Website and match venues against fraud, including in relation to tickets, counterfeiting, credit cards and payment fraud.
- **Voice, Image, Likeness:** Your voice, image and likeness may be included in any recordings of sound or images taken in or around a RWC venue and, where applicable, such recordings may be used by us for the purposes of promoting and publicising the relevant match or RWC25 in general. The processing of your personal data in this manner is on the basis of our legitimate interests in promoting and publicising RWC25, which you acknowledge is a live and public event.

6. Disclosure and Sharing of your Personal Information

We will need to share or provide access to your personal information with carefully selected third parties in the following circumstances:

- third party service or functionality providers acting on our behalf and instructions, including technical IT services providers to provide maintenance, administrative or technical support for our systems and platforms, including the Website. This will include:
 - software publishers and hosts;
 - IT platform development services;
 - hosting services;
 - customer relationship management platforms (CRM), cookies management platforms (CMP) and other such data management platforms;
 - communication services and applications (including service emails, marketing newsletters, push notifications, advertisement providers/exchanges);
 - analytics and measurement software/platforms.

The above service providers are not authorised to use or disclose personal information except as necessary to perform services on our behalf or comply with legal requirements.

- We use a third party service provider, Ticketmaster Sport Limited, to provide, operate and maintain the RWC25 ticketing sales system (including the system for any ballots) and certain of the RWC25 customer service requirements.
- Payment platforms, who provide the infrastructure to process payments will receive and have access to your personal information. When making a payment online for tickets, ticketed products or otherwise via the Website, such payments will be processed by an online payments processing provider, [Adyen](#).
- Marketing providers and platforms for the purposes of providing support with data analytics, marketing newsletters and communications, marketing integrations and advertising;
- Where you have purchased a ticket to a particular RWC25 venue or match, we may need to share your personal information with that venue, where necessary, to enable the venue to understand security requirements, health and safety needs, enable venue access, operational requirements, control fan access and to successfully operate the venue during the relevant match;
- Where you have purchased a product or ticketed product via the Website, in certain cases, such product or ticketed product (or part thereof) may be offered or sold by a third party via the Website (and you are encouraged to read in advance the terms and conditions of any such products/ticketed products purchased via the Website).
- The official hospitality, travel and experiential partner for RWC25 is Sports Travel and Hospitality Limited (“**STH**”) and we may have a requirement to share your personal information with STH to the extent it is required to ensure STH can fulfil a purchase of a service or product by you. For the avoidance of doubt, any information that you submit to, or is collected by, STH directly via the STH website or otherwise, shall be under the responsibility of STH, as a data controller, in accordance with STH’s [Privacy Policy](#).
- Other entities or associations within the World Rugby group of companies, who may support or provide shared services including operations, marketing, analytics, reporting, platform and technical support in relation to RWC25, including:

- World Rugby;
 - World Rugby Tournaments Limited;
 - World Rugby Limited;
 - World Rugby Events DAC.
- Commercial partners of World Rugby and/or RWC25 provided you have agreed to receive marketing communications directly from such partner(s). In such circumstances, your personal information will be processed in accordance with the privacy policy of the relevant commercial partner, which we encourage you to consult;
- The RFU in relation to marketing opt-in data only in circumstances where you have agreed to receive marketing communications from the RFU. In such circumstances, your personal information will be processed in accordance with the RFU's [Privacy Policy](#);
- Where we need to share your personal data with a third party to provide a product or service you have requested;
- We may also share your personal information with third parties:
 - when required by law or in response to legal process;
 - in response to a request from law enforcement relating to a criminal investigation;
 - to protect our rights, privacy, safety or property, or that of the public;
 - to analyse our data, conduct mobile analytics services or to maintain and improve our services (subject to confidentiality agreements as appropriate);
 - to permit us to pursue available remedies or limit damage that we may sustain;
 - if the rights or safety of another individual might be violated or in threat; and
 - where you otherwise consent to us doing so.
- Where relevant, we may share your personal information with a Member Union or Regional Association or tournament organiser in connection with combined regulatory activities undertaken by us and such other organisation.

Where we are partnering with a Member Rugby Union (including the RFU), event organiser or delivery partner for the purposes of delivering RWC25, we may share pseudonymised data related to interested fans with that Member Rugby Union, organiser or delivery partner. The data will be pseudonymised prior to being shared and no other related information will be made available to the Member Rugby Union, organiser or delivery partner which would enable them to re-identify the data without taking additional steps outside of our control. This sharing, if undertaken, is based on the legitimate interests of LOC25 and the relevant Member Rugby Union, organiser or delivery partner, to assess and prepare for the success of the relevant event, including promotion of the event, ticket sales and operational requirements. The data will only be used by the Member Rugby Union, organiser or delivery partner to generate aggregated insights into fans that have registered an interest, in any way, in RWC25. If you have registered an interest, purchased a ticket or engaged with RWC25 via the Website or otherwise, this sharing of pseudonymised data may be relevant to you. In this regard, you can object to this sharing at any time by emailing your objection to DPO@england.rwc.rugby or contacting us using the address in the "Contact Details" section below.

7. Cookies

The Website uses cookies. Cookies help us to provide you with the very best experience when you use our website and help us to make improvements, including in relation to performance, to the Website.

You can accept, reject or manage cookies by clicking on the Cookie Consent Banner (see the Cookies Icon on the bottom left side of the pages on this website) or the Cookies Pop-Up on the relevant page.

For detailed information on the Cookies that we use and the reasons why we use them, we advise and encourage you to consult our [Cookies Policy](#).

8. Marketing and Consents

We will ask for your preferences and consent to sending you marketing information we think you might find useful or which you have requested from us, including our news items, announcements, information about events, volunteering and/or tickets and information about our commercial partners. We will only send you marketing information where you have requested, and provided your consent, for us to do so. Our lawful basis for such marketing information is your consent.

Your right to withdraw consent also relates to our use of your personal data for marketing purposes. You may withdraw your consent to receiving marketing communications from us by contacting us using the details below in the Contact Details section or by using the “Unsubscribe” option available to you in each communication.

Please note that if you have opted in and consented to receive any information from our associated organisations, third parties or our partners and you wish to unsubscribe from their marketing or communications, you will need to contact those third party organisations directly or use the “Unsubscribe” option available to you in their communications.

9. Improving How We Interact With You

We may use the data we collect about you to improve and personalise our products and services so that you have an improved fan experience when engaging with the Website, including by showing you more relevant content and advertisements about our products, services, tournaments, events, announcements and special offers (including special offers and promotions of our partners). We also use the data we collect to communicate with you about our products, services, tournaments and special events. If you have consented to hearing from us directly, we will send you marketing, promotional and general information messages from time to time.

We analyse the data we collect about you to identify common characteristics and preferences. We do this by assessing various types of information including behaviour, for example, previous activity or demographic information, such as age or location. This helps us

to provide you with communications, products and information which may be most important to you in relation to RWC25.

We carry out research and analysis on your data, to determine the success of campaigns and communications, better understand behaviour and responses and identify patterns and trends. This helps inform our approach and pursue the overall objective of making RWC25 the ultimate fan experience. Understanding you, your interests and what you care about also helps us to provide this improved fan experience.

Where you have provided your consent to the provision of personal information, we profile our fans on the basis of various criteria including their interests, general geographic location, website/app activity and socioeconomic and age groups. We also use aggregated, anonymised lifestyle data obtained from third parties to supplement our profiles. This information helps us to ensure communications are relevant and timely and to offer new products and services that may be of interest to you.

Where you have provided your consent, we will track your activity on our website and platforms via the use of cookies and similar technologies in accordance with our Cookies Policy. We always provide you with an option to accept/consent or reject to our use of cookies via our Cookies Pop-Up and on the Cookies Icon (which is contained on the bottom left-hand side of the Website). We use a technology platform called Bloomreach to collect and manage the data gathered via cookies in one place for our internal analysis and to help generate insights. For more information please see our [Cookie Policy](#).

In particular, we will collect information about your interaction with the Website, its applications, services and functionalities. This may include information about your computer and, where available, your IP address, operating system and browser type. We may perform statistical analysis of user behaviour and characteristics in order to measure interest in and use of the various areas of the sites and to ascertain the number of users that have visited particular web pages. ("statistical data"). In performing statistical analysis, parts of the sites use Google Analytics (a web analytics service provided by Google, Inc.) to capture and analyse sites statistics. We do this where you have consented to our use of cookies in accordance with our [Cookies Policy](#).

We may do online retargeting. Online retargeting is another form of online advertising that allows us and some of our advertising partners to show you advertising based on your browsing patterns and interactions on the sites. We share and receive online data collected through cookies and similar technology with our advertising partners. This means that when you are on another website, you may be shown advertising based on your browsing patterns on the Website. We do this where you have consented to us using such cookies in accordance with our [Cookies Policy](#).

We also use data provided by you during your interactions with us to assess our fan population, generate insights and improve users' interactions with the Website. This is done by aggregating your data with that of other fans to generate insights that will enable us to improve our interactions with you as well as improve our services. The aggregation is not done on an individual basis or using any information that can directly identify you, such as

your name, but does use some demographic information (e.g. gender, age range, address) where such information has been provided to us by you. In general, we are relying on our legitimate interest to improve the Website, interactions, our services and the fan experience for RWC25 to aggregate this data and generate insights. You may object to this legitimate interest based processing at any time by emailing your objection to DPO@england.rwc.rugby or contacting us using the address contact details in the “Contact” section below.

10. Protection of Your Personal Information and International Transfers

We shall work to ensure that your personal information that you submit, we collect and/or that we process shall be protected from the risks of unauthorized access or disclosure by putting in place appropriate technical and organizational measures, including in accordance with applicable data protection or data privacy laws.

Your Personal Information may be transferred, accessible or visible to individuals and/or entities located outside of the United Kingdom and the European Union. Countries outside the United Kingdom and the European Union may not provide a level of legal protection for your information as strong as the level of protection provided in England, the European Union or your home country. Where we transfer your personal data to a recipient based outside the United Kingdom and the European Union, we will put in place a data transfer agreement with the overseas recipient of the information, protecting the information, in the appropriate standard form approved for this purpose by the Information Commissioners Office in the United Kingdom and where relevant, the European Commission (please contact us if you would like to see a copy of any of these agreements). The only exceptions are where we transfer information to member states of the European Economic Area or to countries outside the United Kingdom or European Union which have been determined to provide an adequate level of protection by the United Kingdom or European Commission adequacy regulations, or where the transfer is legally justified on another basis.

11. Dissolution of RWC25

As outlined above in the introduction to this Privacy Statement, the LOC25 has been established for the purpose of operating the Women’s Rugby World Cup England 2025.

As part of the dissolution or closure process of LOC25 after the Women’s Rugby World Cup England 2025 has ended, certain of your personal information that has been collected and processed by the LOC25 will be transferred to and retained by a) World Rugby and b) the RFU. The reason for this is that World Rugby and the RFU are the shareholders of the LOC25 and will be responsible for ensuring the protection and integrity of your personal information after dissolution or closure of the LOC25. Your personal information shall only be retained by World Rugby and the RFU in accordance with their respective retention policies and applicable data protection laws.

For further information on how World Rugby handles and/or processes your personal information, please refer to the general World Rugby [privacy policy](#).

For further information on how the RFU handles and/or processes your personal information, please refer to the general RFU [privacy policy](#).

12. How Long Do We Keep Your Personal Information?

The duration for which we retain your personal information will differ depending on the type of information and the reason why it was collected from you. We will only retain your personal information 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 take into account the following criteria and considerations:

- 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;
- our contractual obligations and rights in relation to the personal data involved; and
- applicable legal requirements (including prescribed retention periods and statutes of limitations).

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

13. Right to Withdraw Consent and Performing Contracts

In circumstances indicated above, we may also process your personal data for the purposes of performing a contract with you (e.g. in relation to your performance or attendance at one of our tournaments or events, or to you accessing features on one of our sites or systems). Our ability to perform such contracts is dependent on your providing such information. Failure on your part to provide the personal data which we have requested in these circumstances, or seeking to delete or remove such relevant personal data, will result in the contract being rendered impossible (with the potential consequences, for example, that you will not be able to participate in our match, tournament, event or venue, attend any such match, tournament, venue or event in any capacity, or access a system to which you are seeking access).

If you have given us your consent to process your personal information for a specific reason, you have the right to withdraw your consent at any time. If you do withdraw your consent, it does not mean that any processing, with your consent, of your personal data up to that point is unlawful.

You may delete your World Rugby fan account at any time by logging into your account and using the relevant delete function (if made available) or by contacting dataprotection@worldrugby.org. If you do delete your profile, your personal data will be removed from our systems and partner systems once the process has completed. However,

please see below section entitled “Services you have requested) for important information regarding the deletion of your fan account.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Services you have requested

Please note that we may need to maintain and use information about you in certain circumstances, including to fulfil certain services and/or products that you have previously requested or purchased from us. For example, if you have purchased tickets or ticketed products for RWC25 via your World Rugby fan account, we may not be able to delete your personal information or fan account as this would still be required to ensure you can continue to access your tickets and attend the relevant RWC25 match or tournament.

14. Your Rights to Access, Correct, Modify and/or Remove Your Personal Information

In addition to your right to withdraw consent referenced in the above section entitled “Right to Withdraw Consent and Performing Contracts”, you have the following rights as applicable under data protection law:

- the right to receive a copy of and/or access, correct, and/or modify the personal data that we hold about you, together with other information about our processing of that personal data (i.e. you have a right to be informed about our processing of your personal data);
- the right to request that any inaccurate data that is held about you is corrected or rectified, or if we have incomplete information you may request that we update the information such that it is complete and accurate;
- the right to request that we erase your personal data or restrict the processing of your personal data;
- the right to request that we no longer process your personal data for particular purposes,
- the right to object to our use or processing of your personal data or the way in which we process it;
- the right to data portability;
- Right not to be subject to automated decision-making or profiling; You have a right not to be subject to a decision based solely on automated processing or profiling, where such decisions would have a legal effect or significant impact on you. Where we (or one of our third-party processors) use profiling, which produces legal effects for you or otherwise significantly affects you, you will have the right to object to such processing.

Your ability to exercise any of the above rights may be restricted or subject to specific conditions depending on certain circumstances.

If you have any questions about this Privacy Statement, the practices of the Website and or your dealings with the Website, you can contact us at the contact details set out below.

15.Contact details

LOC25 has appointed a Data Protection Officer, Liam McKenna. If you have any queries in relation to this Privacy Statement, or if you would like to contact the LOC25 in relation to your rights, please write to us at Data Protection Officer at 642a Kings Road, London, England, SW6 2DU. You can also contact our Data Protection Officer by emailing DPO@england.rwc.rugby.

If you have any queries in relation to this Privacy Statement, or if you would like to contact World Rugby in relation to your rights, please write to us at Data Protection Officer, World Rugby House, 8 – 10 Lower Pembroke Street, Dublin 2. You can also contact our Data Protection Officer by emailing dataprotection@worldrugby.org.

If you have any queries in relation to this Privacy Statement, or if you would like to contact the RFU in relation to your rights, please send by email to dataprotection@rfu.com; or by post to The Data Protection Officer, Rugby Football Union, Rugby House, Twickenham Stadium, Twickenham TW2 7BA.

16.Complaints

If you are not happy with the way that LOC25 or RFU have used your information or addressed your rights, you have the right to make a complaint to the Information Commissioners Office Commission as the LOC25's and RFU's lead supervisory authority by using the following link - <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>

If you are not happy with the way that World Rugby has used your information or addressed your rights, you have the right to make a complaint to the Irish Data Protection Commission as the World Rugby lead supervisory authority by using the following link: <https://forms.dataprotection.ie/contact>.

17.Changes to this Privacy Statement

We reserve the right to change and/or update this Privacy Statement at any time. In such circumstances, we will publish the amended or updated Privacy Statement on the Website. We will also notify relevant data subjects of any material changes that may impact them. We therefore recommend that you check this page periodically in order to review the most updated version(s) of our Privacy Statement and any changes that may have been made to it.

This Privacy Statement was last updated on 5th November 2024