



Season Tickets 2019/20

Conditions of Use

Definitions In these Conditions of Issue the following words and phrases shall have the following meanings: "Club" means Bradford City Football Club Limited. "Conditions of Issue" means these terms and conditions governing the issue and use of a Season Ticket. "Football Authority" means each of the Premier League, The English Football League, The Football Association, The Football Association of Wales, FIFA, UEFA and other relevant governing body of association football. "Ground" means Valley Parade and all other locations owned, occupied or utilised by the Club. "Ground Regulations" means those ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground (copies of which are available on the Club's website or upon request from the Club Reception. "Guest" means a relative, friend or colleague who is not excluded from the Ground due to breach of the conditions included in Section 9 or otherwise and would be entitled to purchase a Season Ticket under the Terms & Conditions of Entry. "Match(es)" means any Football League football match in which the Club participates and that takes place at the Ground during Season to which the Season Card applies. For the avoidance of doubt this does not include any English Football League play-off fixtures. "Material" means any audio, visual or audio-visual material or any information or data. "Season Ticket" means any card or ticket issued by the Club for admission to Matches. "Terms & Conditions of Entry" means each of the rules and regulations of any Football Authority; the Ground Regulations; and the Conditions of Issue (all of which are available from the Club on request; the Ground Regulations and Conditions of Issue are also available via the Club website).

1. Issue of Season Card

- 1.1. The issue of a Season Card and subsequent access to the Ground is subject to the Terms & Conditions of Entry
- 1.2. Season Cards are for the use of supporters of the Club only. By applying for a Season Card and/or using the same you hereby warrant and represent that you are a supporter of the Club.
- 1.3. Supporters aged Under 14 must be accompanied by an adult at every Match in accordance with Section 2.12 of this document.
- 1.4. If you purchase a Season Card via a Zebra finance plan, this finance arrangement will be made with a third-party finance provider in an independent contract between you and the third-party finance provider. Approval is at the sole discretion of Zebra Finance Limited and any agreement entered will be on their terms and conditions and in accordance with their privacy policy. The Club is not party to this finance arrangement.

2. Admission to the Ground

2.1. By purchasing and/or holding a Season Ticket and/or using a Season Ticket to gain access to the Ground, you: (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Terms & Conditions of Entry.

2.2. A Season Card permits you to occupy at the Match the seat indicated on the Season Ticket (subject to clauses 2.3 and 2.4) which shall be allocated at the Club's sole discretion. All access to the Ground pursuant to a Season Ticket shall be for the purposes of private enjoyment of the Match only, not for commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).

2.3. The club reserves the right, in its sole discretion, to allocate, on a temporary basis, an alternative seat anywhere in the Ground, including (but without limiting the circumstances when that discretion may be exercised) **(A)** when the stand or part of the stand is closed for repairs, maintenance or rebuilding; or **(B)** when the club, the police or any other relevant authority otherwise considers it desirable in the interests of safety, crowd control or other Club requirements to reallocate the seat.

2.4. Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket or any other seat in any subsequent season.

2.5. A Season Ticket permits you to access and egress the stand and utilise the communal bar and toilet facilities in the concourse area allocated to the seat indicated on the Season Ticket (or such other seat as decided by the Club). Movement to another stand or concourse area is not permitted except in an emergency and when directed by a steward or police officer.

2.6. Save as set out in clause 2.7 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may you bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the relevant Football Authority /or the Club and the copyright, database right and all other rights, title and interest in and to all Material is hereby assigned to the Premier League, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the relevant Football Authority) to promptly execute all instruments and do

all things necessary to vest the right, title and interest in such rights to such relevant Football Authority absolutely and with full title guarantee.

2.7. Mobile telephones and other mobile devices are permitted within the Ground, PROVIDED THAT (a) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (b) no Material that is captured, logged, recorded, transmitted, played, issue, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

2.8. Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use or display within the Ground any sponsorship, promotional, marketing, defamatory or offensive materials.

2.9. You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.6 where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order, subject to the prior written consent of the Club being obtained.

2.10. The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms & Conditions of Entry.

2.11. Without prejudice to the representation at clause 1.2 above, and in light of the Season Ticket holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Away Club, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.

2.12. The Club takes its responsibility for the safeguarding of children seriously, therefore any supporter under 14 years old must be accompanied by, and seated with, a qualifying adult, parent or guardian, (age 18 years and over). Where seats directly together are not available, the Club will decide based on the proximity of the nearest seat, and the decision is not negotiable.

2.13 A maximum of two under 11s season tickets can be purchased with an Adults season ticket. The club may use its discretion to judge each case on an individual basis where supporters request for more than 2 under 11s season tickets per adult. Please contact support@bradfordcityfc.co.uk if you want us to consider such a request.

2.14. You attend Matches at the Ground at your own risk and will not hold or seek to hold the Club, its officers, employees, contractors and/ or

agents responsible for any injury, damage, loss, cost or expense whatsoever suffered as a result of your attendance at any Match (for example as a result of being inadvertently hit by a ball). This does not affect your statutory rights in the event that such injury, damage, loss, cost or expense is proven to be a direct result of negligence of the Club. The Club may from time to time advise of further risks of which they are aware.

2.15 Babes in Arms policy: Where parents wish to bring an infant or baby to a match at the Utilita Energy Stadium, a ticket for that infant or baby must be purchased. Such ticket will be charged at the concessionary junior ticket rate. The responsibility for the infant or baby's welfare, comfort and safety always lie entirely with the parent during the match, pre and post-match activities and always while on the footprint of the Utilita Energy Stadium or any facilities on the periphery of the stadium whether or not that area is controlled by the football club. Specifically, parents must be aware there are risks to consider including, for example, the danger associated with a ball travelling at speed into the crowd, the impact of crowd noise on your baby and the potential for adverse weather. Therefore, the Club would recommend that infants and babies are not taken into sections of the stadium that are directly behind the goal in the North Stand Kop or South Stand or in the lower section of the West Stand. Within the West Stand, access to banqueting rooms may be allowed with one parent if the child becomes fractious or unsettled by the behaviour of the crowd or the noise while the match takes place. The Club has only limited baby-changing facilities available within the stadium. The Club is unable to offer any storage facilities for prams or buggies. Bradford City Football Club confirms that admittance of an infant or baby to a match is entirely at the discretion of the parents who make an informed decision in this regard following the outlining of the risk factors to them. We accept no liability in the event of a child being harmed in any way by one of the risk factors listed above or any other incident in the stadium.

3. Use of Season Ticket

3.1. Season Tickets are issued for your personal use and you shall not resell, dispose of, assign, (save as set out in clause 3.2 below) transfer or lend or otherwise deal with the Season Ticket or the benefit of it to any other person without the prior written consent of the Club. Further you shall not use the Season Ticket for any commercial purpose. The reference to reselling the Season Ticket includes reference to offering to sell a Season Ticket (including, without limitation, via any website or online auction site), exposing a Season Card for sale, making a Season Ticket available for sale by another person and advertising that a Season Ticket is available for purchase. For the avoidance of doubt (and by way of example only) this Season Ticket may not be offered as a prize in any promotion or competition nor transferred, lent or sold to any third party as part of a hospitality or travel package, given to a third party who

agrees to buy another good or service, or used for any other commercial purpose or disposed of in any other way, save as expressly authorised by The Football League or the Club.

3.2. All concessionary Season Tickets must be used by a person of the age/concession category to which the Season Ticket is assigned in accordance with Clause 6. In the event of a person entering the Ground, or attempting to enter the Ground, with a concessionary Season Ticket for which he/she does not qualify the Season Ticket and relevant Season Ticket purchasing account will be suspended in accordance with Club policy and no refund will be given. The Club shall have the right to terminate the Season Ticket without liability and the Season Ticket holder may be refused future access to the Ground at the Club's discretion. Further, any Season Ticket issued free of charge to a companion of a disabled or vulnerable supporter to enable such disabled or vulnerable supporter to attend Matches is only valid if the disabled or vulnerable person is present at the time and point of entry and throughout the duration of the Match. Concessionary Season Tickets may be upgraded for use by a Guest on a single match basis subject to availability, but such upgrade must be completed prior to the Season Ticket being presented at a turnstile.

3.3. You may only resell or transfer the Season Ticket to a Guest with the express written consent of the Club given at the Club's absolute discretion. No such resale or transfer will be permitted except where the same takes place in respect of an individual match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business save for any secondary ticketing operator expressly provided by the Club. Such resale or transfer to any Guest is hereby approved to be subject to the Terms and Conditions of Entry which will (save for any rights to transfer under this clause) apply to that Guest as if he/she was the original purchaser of the Season Ticket (and you must inform the Guest of this).

3.4. The unauthorised sale or disposal of tickets (including Season Tickets) is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform the police if it becomes aware that Season Tickets are being sold or disposed of illegally and will press charges against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed a ticketing offence, we will notify the relevant Football Authority who may in turn notify other Premier League/Football League Clubs and/ or the relevant law enforcement authorities. The information that we share may include your personal data, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticketing offences and disorder at matches.

3.5. The Season Ticket will always remain the property of the Club and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Season Ticket.

3.6. Any Season Ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Any person seeking to use a Season Ticket in breach of the Terms and Conditions of Entry in order to gain entry to the Ground or remain at a Match will be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a Match and/or the cancellation, suspension or withdrawal of this Season Ticket. In the event of any cancellation, suspension or withdrawal in accordance with this clause

3.7. no refund shall be payable to the holder in respect of any games missed through suspension or any unexpired portion of the Season Ticket.

3.8 Flexi Card Terms. Flexi Cards are transferable to any other person, there is no permission needed from the club. Entry to the ground for league games can be done (a) via cash turnstiles (details of which will be published on the club website prior to every league game) priced at £10 for all Adults, £5 for all Under 16s, and free for all under 11s (proof of age may be required for any concessionary price), or (b) by getting a match ticket from the ticket office (same prices apply); please be aware you will need to leave your flexi card at the ticket office if this is your chosen method of purchase. There are no flexi cards available in the suite areas of the ground. For the 2019/20 season the Flexi Card Season Tickets guarantee you the seat reserved at time of purchase with no cut off point for purchase.

3.9 Suite Upgrades (Bantams Bar, 2013 Lounge, McCall & Hendrie Lounge) All seats with access to these areas will include an additional charge for the suite upgrade; £125 for Adults and £62.50 for Under 16s. There are no other concessionary prices available. Suite Upgrade Season Ticket holders are advised that the club reserves the right to direct ticket holders to specific suites on a match by match basis.

4. Changes to Dates, Refunds & Exchanges

4.1. The price of a Season Card, in whole or in part, is non-refundable. All home and away match tickets are also non-refundable.

4.2. No guarantees can be given by the Club that a Match will take place at a time or on a date. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever. Your Season Ticket will enable you to attend the rearranged Match.

4.3. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

4.4. If a Season Ticket holder reasonably requests a temporary relocation to another area of the Ground, no additional payment shall be made by the Season Ticket holder for seating in the same or lower price categories. Outside of the free seat swap dates (published in the campaign material) a fee of £15 shall be charged for any seat change requests to cover administration costs.

5. Concession Pricing

5.1. To qualify for an Under 16 or Under 11 concession Season Ticket, the applicant must be under the relevant age on August 1st of the season for which the concession Season Ticket applies. For the avoidance of doubt, anyone who has their 11th or 16th birthday on August 1st does not qualify for the concession.

5.2. To qualify for a disabled supporters concessionary Season Ticket, the applicant must be able to demonstrate they qualify for the concession for the duration of the Season to which the Season Ticket applies in accordance with the eligibility criteria set out at <https://www.bradfordcityfc.co.uk/fans/disabled-supporters/>

5.3. Any supporting documentation required to demonstrate eligibility for a concessionary Season Ticket, must be submitted to the Club, if requested, to enable the Season Ticket to be activated for use. The Season Ticket will not grant the holder access to the Ground until the Club is in receipt of the supporting documents.

5.4. If a Season Ticket has been purchased on the Zebra finance plan the administration fee charged by Zebra Finance Limited shall be non-refundable if supporting documentation is not provided and the Season Ticket is not activated.

5.5. If the relevant eligibility criteria in respect of a disabled supporter concessionary Season Ticket, do not apply for the full duration of a Season, the Season Ticket holder must immediately inform the Club. The Season Ticket holder may then lose the right to concession pricing and may be required to pay to the Club the full Season Ticket price in respect of the remainder of the Season.

5.6. Any concessionary Season Tickets will be sold subject to the specific terms set out for that category of card from time to time. The Club in its absolute discretion will have the right to refuse any application which does not in its opinion comply with any such conditions.

6. Lost or Stolen Season Tickets

6.1. In order to gain admission to the Ground the Season Ticket must be presented in its entirety at every Match.

6.2. If you forget your Season Tickets in respect of any individual Match, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a match-day duplicate ticket is issued, the Club may require payment of a non-refundable administration charge of £5.

6.3. If, in the Club's opinion, a Season Ticket is damaged, lost, stolen or destroyed, a duplicate Season Ticket shall be issued by the Club as soon as reasonably practicable after the payment of a non-refundable

administration charge (£15). In making its decision, the Club shall be entitled to call for all reasonable evidence of the need for a replacement Season Ticket, for example but not limited to a police crime reference number if a Season Ticket is stolen, or a copy of the damaged Season Ticket. You will be required to sign a document confirming that the original Season Ticket is damaged, lost, stolen or destroyed and indemnifying the Club against any direct or indirect consequences of such matter having been falsely represented or stated to the Club. If the original Season Ticket is found after the duplicate is issued you must immediately return the original Season Ticket to the Club.

6.4. Should any Season Ticket when applied for not arrive in the post after purchase, you will be required to sign a document confirming this and undertaking to immediately return the original Season Ticket to the Club should it come into your possession at any time. There will be no charge for the issue of a duplicate Season Card if the postal records show it was not delivered.

7. Change of Contact Details

7.1. If you change any of your contact details during the season you must notify the Club as soon as reasonably practicable either in writing to Ticket Office, Valley Parade, Bradford, BD8 7DY or by email to support@bradfordcityfc.co.uk

8. Cancellation, Withdrawal & Suspension of Season Ticket

8.1. Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Terms & Conditions of Entry to cancel, suspend or withdraw your Season Ticket. In the event of such cancellation or suspension no refund will be paid in respect of any games missed or any unexpired portion of the Season Ticket. Without prejudice to the general nature of the above the following actions shall constitute serious breach of the Terms & Conditions of Entry: 8.1.1. smoking in the Ground; 8.1.2. being (or appearing to be) intoxicated; 8.1.3. persistent standing in seated areas whilst the Match is in progress; 8.1.4. sale or transfer (save as permitted) of this Season Ticket to any person; 8.1.5. the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist; 8.1.6. deliberate misuse of the Season Ticket; 8.1.7. the supply of any misleading or incorrect information in any application; 8.1.8. persistent swearing or offensive behaviour during the Match; 8.1.9. the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse; 8.1.10. bringing into the Ground (or using within the Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels or any item that might be used as a weapon or compromise public safety; 8.1.11. whether at the Ground, or, travelling to or from a Match: 8.1.11.1. the use of foul, obscene, abusive and/or racist language and/or

gestures; 8.1.11.2. the chanting of anything of an indecent, offensive or racist nature; 8.1.11.3. fighting or engaging in and/or inciting violence; 8.1.12. entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse; 8.1.13. any misrepresentation in relation to clause 1.2; 8.1.14. any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of this Season Ticket; 8.1.15. damage to property; 8.1.16. threats to or assaults on Club personnel; 8.1.17. use of a Season Card by a person to whom the card has not been issued unless covered by the provisions outlined in 3.1 and 3.2;

8.2. Without prejudice to any other remedies it may have the Club may in its absolute discretion suspend the use of your Season Ticket in circumstances where the Club have reason to believe that you have behaved in a manner which is contrary to the Club or any other club's rules or regulations and/or is deemed by the Club to have brought the Club in to disrepute.

8.3. In the event that your Season Ticket is withdrawn, cancelled or suspended the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/ or to disqualify you from applying for any Match ticket or Season Ticket at its discretion and to notify any Football Authority and/ or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).

8.4. Where a Season Ticket is suspended or withdrawn, or the Season Ticket holder is excluded from attending Matches, all purchasing accounts in his/her name will be similarly suspended or withdrawn for the period of suspension/withdrawal. For the avoidance of doubt, the Season Ticket holder would not be entitled to purchase tickets for away matches or other Club matches.

8.5. At its absolute discretion, the Club may suspend or withdraw a Season Ticket and all other purchasing privileges if the Season Ticket holder is arrested at (including outside and travelling to/ from the venue) or ejected from any other football match, particularly, but not restricted to, our Club's away matches.

9. Filming, Photography and Taping

9.1. All Season Ticket holders who enter the Ground acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/ or for promotional, training, editorial or marketing purposes by the Club, the relevant Football Authority, or others (including commercial partners and accredited media organisations).

9.2. All Season Ticket holders acknowledge that the Matches for which Season Tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where

a Match occurs are public in nature, and that they shall have no expectation of privacy regarding their actions or conduct at Matches.

10. Exclusion of Liability

10.1. The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

10.2. Neither the Football League or the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (a) the position of the seat and/or (b) the actions of other spectators.

11. General

11.1. The Club reserves the right to change these Conditions of Issue from time to time and shall notify you of such changes if they materially affect your rights as a consumer. This notification will be made via the contact method indicated in your account preferences.

11.2. The invalidity or partial invalidity of any provision of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, which shall continue in full force and effect. If any invalid, unforeseeable or illegal provision of these Conditions of Issue would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

11.3. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided in these Conditions of Issue or by law shall not constitute a waiver of that right, power or remedy.

11.4. The Terms and Conditions of Entry constitute the entire agreement between the Club and the Season Ticket holder,

11.5. These Conditions of Issue shall be governed by and construed in accordance with the laws of England. The parties hereby submit to the exclusive jurisdiction of the Courts of England (including in relation to any non-contractual disputes or claims).

12. Equality

12.1. The Club is committed to achieving equality throughout all aspects of the Club and will not tolerate any discriminatory behaviour in any format (physical, verbal or other). The Club is committed to eradicating all inequalities based on the following characteristics protected by the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

13. Privacy Notice

13.1. This Privacy Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by

Bradford City Football Club Limited as Data Controller. We handle and process data in accordance with all applicable data protection laws in force from time to time. 13.1.1. Information we may collect The information we may collect, hold and process about you if purchasing a Season Ticket Name, Address, Email address, Telephone number(s), Age, Gender, Date of birth, Disability or health information if applicable for the application of a concessionary disabled supporters Season Card, Bank details and/or payment details or finance plan account number This information will have been provided, or will be provided, by you or a third party such as Zebra Finance Limited. 13.1.2. How we use the information The above information is used to provide our services to you and enable us to process, administer and manage your Season Card application, contract and account; create an account so that we understand and respect your preferences; establish that you are entitled to a concessionary Season Ticket (where applicable); inform you about Season Ticket renewals and communicate information about the Season Ticket and your account; inform you about offers and promotions that may be of interest to you associated with your Season Ticket purchase; improve the services the Club offers you; comply with legal and regulatory obligations placed on the Club. The Club and/or its media partners may from time to time create images and/or audio-visual footages of you and your Guests at the Ground. The Club is the owner of all rights in such Safety and security purposes; Promotional, marketing and commercial purposes; Training for Club employees and third parties who work with the Club; Broadcasting and editorial purposes. 13.1.3. How we hold the information We use a third-party software provider, Advanced, to process the Season Ticket application. All the personal information we hold is stored on our secured servers in the UK and EU. 13.1.4. Disclosure of your information We do not share your information with any third party. 13.1.5. What is the legal basis for processing the information? The Club will process your personal information, including financial information, for the purpose of you entering into a contract with the Club for the purchase and use of a Season Ticket. We may also process your information based on our legitimate interests i.e. for administrative purposes or informing you of renewal information or related communications. 13.1.6. Your rights You currently have the right at any time to ask for a copy of the information about you that we hold. If you would like to make a request for information please email support@bradfordcityfc.co.uk or send a request in writing to the Data Protection Manager, Bradford City FC, Valley Parade, BD8 7DY. You may notify us of any updates, amendments or corrections to previously collected Personal Information via your Online Account, in writing to the Club or by email to support@bradfordcityfc.co.uk. We encourage you to keep your Personal Information up to date. In addition to this right of access, you also have the following rights: erasure, restriction of processing, objection and data portability. 13.1.7. Retention of your data Your data will be retained for no longer than is necessary. 13.1.8.

Withdrawal of consent If you have provided us with your consent to process your personal information you have the right to withdraw this at any time. In order to do so you should contact us by emailing support@bradfordcityfc.co.uk. 13.1.9. Concerns If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us by contacting: Data Protection Manager Bradford City FC, Valley Parade, BD8 7DY or emailing support@bradfordcityfc.co.uk. You also have the right to contact the Information Commissioners Office at <https://ico.org.uk/concerns/> 13.1.10. Changes to the Privacy Notice Our policies are constantly under review and this Privacy Notice may be changed by us at any time. Any changes shall be posted on the Club Website and we recommend that you check regularly to review the latest version.

Document Version 2 Produced July 2019 to amend Northern Commercial's to Utilita Stadium

Paula Watson, Head of Operations

To be made available at reception, ticket office, and official club and ticketing website from launch of Season Ticket sales.