



## Information handling policy

The Independent Football Ombudsman ('IFO') and the English Football Authorities are committed to protecting your privacy and security. The IFO will only process your personal data if it is fair and lawful to do so.

The IFO will handle complaints on the basis that a complainant understands and accepts the following:

- Any information submitted to the IFO, including personal data, will be used by the IFO for the purposes of investigating/adjudicating complaints and fulfilling its terms of reference. Information will not be used for any incompatible purpose.
- The IFO may need to request and/or disclose information about complaints with other organisations (for example, to verify information in regard to a complaint or to allow organisations to comment on complaints made against them). This includes information submitted to the IFO by a complainant and any other information which may arise from other sources during the review of a complaint.
- The IFO may publish information relating to complaints, investigations and adjudications. When doing so, personal information will be anonymised to ensure that complainants are not identifiable to those without previous knowledge of the complaint.
- The IFO will retain information so long as it is necessary for the purposes of investigating/adjudicating complaints and fulfilling its terms of reference (for example, The IFO may retain information for statistical analysis; training purposes; use as precedent material; or to assist in the investigation of future complaints).

In the event a complainant would like the IFO to handle information otherwise than in accordance with the above, then the complainant must inform the IFO that this is the case at the time of making a complaint. Otherwise, by submitting a complaint, a complainant shall be deemed to accept the above.

**September 2013**