

# Privacy notice

Before you decide to take part in the prize draw, it's important that you understand how we'll collect and use your information. Please take some time to read this information.

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## What information will you collect and how will it be used?

To enter the prize draw, we'll collect your first name, last name and email address, ask you to confirm that you hold a Starling Under 16s space and its name, and ask which age group your child falls into (6-8, 9-10, 11-12 or 13-15 ). We use this to check you're eligible to enter, to enter your child into the draw, and to contact you if your child is selected. After entries close, we randomly select 50 winners (across these age groups).

We rely on our contract with you (these terms and the Arsenal x Starling: Under 16s Prize Draw terms and conditions) to do this. If you've opted into marketing, we'll also use your details to tell you about this and future Arsenal and Starling activity, based on your consent, which you can withdraw at any time.

If you win, we may publish limited details about you, including your name to show that a prize was genuinely awarded. We do this because we, and the Advertising Standards Authority (ASA), have a legitimate interest in running the draw openly and being able to prove that a prize was awarded. You can object to this by emailing us at [privacy@starlingbank.com](mailto:privacy@starlingbank.com). If you do object, we might still have to share this information with a regulator such as the ASA if they ask for them.

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## What happens if my child is selected?

If you are selected, we'll ask you for some further details so we can arrange the 'play on pitch' experience: your child's first and last name, your first and last name and a guest's first and last name (if applicable) (so Arsenal can admit them safely on the day), your child's age (to confirm their age group), your child's kit size (so we can order their kit), and any dietary requirements for your child and any accompanying guests (so the caterers can cater safely at the event). We will only ask for these further details if you are selected, and we will explain how we use them and the lawful bases we rely on (including where we ask for your consent) in the winner privacy notice at that point.

If your child is selected and attends the experience, photographs may be taken at the event and we will ask for your consent before using any images of your child; participation in the experience does not depend on agreeing to this, and full details are set out in the winner privacy notice.

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**How will my data be stored, and for how long?**

We store entry details in a secure system. If you do not win the prize draw and are not on our reserve list, we will delete the details we collected for this prize draw within 10 days of the prize draw. If you win or are on the reserve list, we will delete them within 30 days of the experience.

If you win and attend the experience, we will keep your name and evidence that we delivered the experience for up to 3 years, so we can show the prize was genuinely awarded if a regulator such as the ASA asks or if there is any dispute or claim about the prize draw. In each case, your details will still remain with us as part of your normal customer records.

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**Who will you share my data with?**

At this stage we don't share your details outside Starling. If you are selected, we'll explain the sharing with Arsenal in the separate winner privacy notice.

We won't use your data for any other purpose unless required by law or a regulator.

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**Can I access, change or delete my data, or my child's?**

You have the right to access this data and to ask us to change or delete it, and to exercise these rights on your child's behalf.

Please note that if you ask us to delete information we need to run the event, we may not be able to include your child in the experience.

To make a request, please email [privacy@starlingbank.com](mailto:privacy@starlingbank.com). We'll get back to you within one calendar month.

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**Will you share my data with any other organisations?**

Yes, but only where we need to in order to run the event safely. As Arsenal are running the 'play on pitch' session, we'll share a list of attendees' first and last names (yours, your child's and any accompanying guests) with Arsenal, so their security and coaching teams know who's attending. We share this securely. Arsenal act as a separate controller of that information and will handle it under [their own privacy policy](#).

We share dietary requirements with Arsenal's hospitality team only on an anonymised, aggregated basis (for example, "5 attendees have a nut allergy"), so no named health information leaves Starling.

We also pass anonymised kit sizes, with no personal details attached, to our kit partner so your child's kit can be ordered.

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We won't share your or your child's data with anyone else, or use it for any other purpose, unless we're required to do so by law or by a regulator.

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This notice covers the prize draw only. For full details of how each of us uses your personal information, see Starling's Privacy Notice ([starlingbank.com/legal/privacy-notice](https://starlingbank.com/legal/privacy-notice)) and Arsenal's Privacy Policy ([arsenal.com/privacy-policy](https://arsenal.com/privacy-policy)).