How do I request for my personal data to be removed from ClubRunner?

Michael C. - 2021-03-03 - Support

Due to the nature of the ClubRunner platform, any content or personal information entered into our systems, by our users, is stored within ClubRunner databases for future use by the club or organizations that have entered the content or information.

This can include personal details such as, but is not limited to:

- First and last names
- Date of birth
- Phone numbers
- Home/Business addresses
- Images

If you believe your personal information is stored within ClubRunner and you would like for it to be removed, upon request ClubRunner will provide you with details regarding whether your personal information is stored within our systems. At any point, you may reach out to our support team to:

- Request to review personal information stored within our systems
- Request corrections or omissions to your personal information
- Unsubscribe to communications from ClubRunner
- Request to have your personal information permanently deleted

For more information, please review our Privacy Policy

Data removal requests

Should personal information be found within our platform, the ClubRunner support team will reach out to the offending account holders on your behalf to initiate the takedown process. Unless requested otherwise, your contact information will be shared with the account holders for future correspondence between yourself and the account holders. Should you not want your contact information shared, please let us know and our support team shall act as an intermediary.

While ClubRunner does host the servers and databases used to store personal information, any content or information that has been uploaded to the websites utilizing the ClubRunner platform is the sole responsibility of the club or organization account holders.

If account holders do not take action after a period of approximately 10 business days following the initial removal request, ClubRunner will take action to remove the offending content on the behalf of the contacted

account holders.

Example of a removal request:

- Individual locates personal information shared on a ClubRunner hosted website and contacts the ClubRunner support team
- Our support team will then confirm the request with the individual and inquire whether their contact information can be shared with the account holders
- After details have been confirmed, the account holders will be contacted with any details and contact information required to remove the content/information
- Once the account holders have been contacted, we will work with them to process any removal request.
- Should no response be received from the account holders after a period of 10 business days, the information will be removed on behalf of the account holders