

# INFORMATION ABOUT OUR NEW MEMBERSHIP SYSTEM



You may be aware that from January 2019, the Club has decided to implement a new online system for handling membership data and payments. We've created this leaflet to help explain things a little more, and hopefully both answer your questions and alleviate any concerns you may have.

## What is this new system? Why has the Club decided to do this?

We're using a secure online system created by a local company **Global Management Platform Ltd**, who are based on the Salters Lane Industrial Estate in Sedgefield. The Club has historically always relied upon a paper based membership system – most of you will have completed a membership form in the recent past. However, membership numbers have swelled over the last 2-3 years thanks mostly to the junior section and rugby club. Managing a paper based system in the long term will be ever more time consuming and inefficient, particularly if membership numbers continue to rise.

## How will the online system work?

The Club's membership year begins in January. Everyone (for whom we hold an email address on the old paper forms) will receive an automated email from the online platform – this will explain how to access the online portal and give a temporary access code.

Once you've received this email, you will be able to log in, check your details and once you're happy, pay your membership fees electronically.

## Does this mean I'll be passing over bank or card details to the Club?

No. The system is linked to PayPal, which is a secure and safe method used by thousands of online retailers. You may already have an account with PayPal, but if not then when making your first online payment you would have to create an account. This would be a separate process between you and PayPal, and not involve the Club. You'll be asked to enter your card details only into the PayPal section of the process, meaning your card details remain secure with PayPal and we at the Club will never see or possess your card or bank details.

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## Does this mean I can't just pay my subs at the Club in cash?

You will still be able to pay by cash or cheque at the Club. We're creating some pre-printed envelopes to assist with this which bar staff will use to issue a receipt to you.

However you pay, all payments will be recorded in the online system and you will receive an online receipt once the payment has been processed.

We do hope that in time, we can move towards an entirely electronic payment system, but we fully understand that in the short to medium term we need to have other payment options.

## Are there any other advantages to the online system?

We think so, yes! The online portal allows a member to access their membership account from a phone or computer at any time, so you can check what you've paid, how much you owe or see whether your membership details or categories remain accurate.

From the Club's perspective, we will always have a live, current and accurate record of membership numbers and payments. In the long term this can help us identify membership trends, to help us plan for the future.

## Does this online system link with my bar discount membership swipe card?

No, not directly. Your swipe card works as follows:

- It's used on a purchase by purchase basis at the till to ensure you receive the appropriate membership discount on drinks
- Your card's validity expires each year on 31 December, and can only be re-activated at the till after you've paid the next year's subscriptions
- Using the new online membership system to pay your subs will not automatically re-activate your card.

- Once you've made an online payment you will receive an emailed receipt, which you can show at the bar along with your card in order for the bar staff to re-activate your card
- If instead you've paid by cash at the Club, you should be able to have your card re-activated at that time.

## I'm unsure about my data being held electronically. Is it safe?

Yes, we're fully aware of both people's concerns on this topic. The online system is fully compliant with the GDPR and Data Protection Act. It's a secure UK based cloud storage system. In fact, it is arguably safer than us retaining the current paper records, because if the paper folder were lost we would be liable to you, since we at the Club are deemed by law to be the data controller.

## What will you use my personal information for?

We promise (both at the Club and at Global Platform Management Ltd) that the only purposes of this online database are to:

- facilitate membership subscription payments
- contact you in connection with the administration of the club i.e. on official matters only
- ensure we hold an emergency parental contact number for use by a coach, captain or child welfare officer

## We will not sell or pass on your details to anyone.

Assuming the system works well, we may look to expand it in future to allow you to make payments for things like coaching fees, or club kit purchase. But for now, the only monetary transactions to be handled are for membership subscriptions.

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## Will I be able to use this online payment system to buy drinks at the bar?

Unfortunately, no. However, the Management Committee is fully aware of members' desire to be able to buy drinks using a credit / debit card. This is being addressed separately.

## Will the details you have for me online be correct?

There are almost certainly incorrect details going to be found by some members once they've logged into the system. We've had to manually input everyone's data from the paper forms, in order to get things up and running. Many forms have incomplete, outdated, illegible or missing data, and a few of you have been contacted directly over the last couple of weeks to ask for clarification.

We're creating for new members a new version of the membership form (available to download from our website). If you need to update your existing details, there'll be a separate (shorter) form, or you can email the updated details / pass to the Membership Secretary whichever is more convenient.

### Please note:

- For any adult member for whom we did not hold a date of birth ("DOB"), a notional DOB of 01/01/2000 has been entered into the system, simply to ensure the system recognises them as an adult. Only members aged 18+ are entitled to a bar discount card.
- Without confirmation someone is over 16, we cannot (safely or legally) make contact with that person. Further, data for anyone under 16 cannot be held by us unless under the cover of a parent / guardian's membership. Therefore, every junior must be registered under the "umbrella" of a parent / guardian's details irrespective of whether the parent(s) are themselves members.

- We have many family membership groups where we only currently hold limited data for the second parent / guardian. If that second person requires a swipe card for the bar, we must have their correct DOB.
- We also did not have the DOB for a number of juniors who are part of family memberships. Again, we've inputted a notional DOB to denote that they're under 18, but it would help enormously if we could correct these entries.

## How much are subscriptions in 2019?

As agreed at the AGM, subscriptions will cost as follows:

<b>SENIOR PLAYER</b>	<b>£50</b>
<b>FULL TIME STUDENT &gt;18 YEARS</b>	<b>£25</b>
<b>FULL VOTING MEMBER</b>	<b>£20</b>
<b>SOCIAL MEMBER</b>	<b>£10</b>
<b>FAMILY MEMBERSHIP</b> (up to 2 non-playing parents / guardians + children including those playing for junior teams)	<b>£35</b>
<b>JUNIOR PLAYER</b> (not included in a family membership)	<b>£25</b>

The online system is set up to accommodate and discount family groups who include say, a senior player or a full voting member. So, a family including 1 senior player will be charged £75, or a family with 1 full voting member will be charged £45.

## Who at the Club is dealing with membership?

**Chris Bunting** is our Membership Secretary, and we've set up a dedicated email account for membership enquiries:

**[sccmemberships@outlook.com](mailto:sccmemberships@outlook.com)**

Chris is responsible for the input of personal information from the old paper forms and for all new membership applications.

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## **I'm a new or former member. How do I join / rejoin?**

We've tried to input all our membership data for everyone who has joined since 2017. Therefore, if you receive an email inviting you to log into the online system, you're ok to continue. If you need a replacement swipe card, contact the membership email address above to arrange this.

If you're a completely new member, or your details aren't part of our online system for any other reason, you'll need to supply your details. You can download (or print and complete by hand) a membership form which can be emailed to the address above, or handed over at the bar. You then have a choice as to how to pay.

You can then either wait to receive an invitation from our online system (which would happen after your membership form has been processed), log in and pay online. Or when you hand in the membership form at the Club you could pay by cash / cheque.

If you email us your membership application form you won't be able to pay electronically straight away. You'll have to wait to receive the access email from the online system. New members can be issued with swipe card(s) only once the Membership Secretary has processed the application which may take a few days.

## **Are there any other changes we should know about?**

Probably the main one is that senior players can if they wish pay their fees monthly, so 5 monthly payments of £10 from January onwards would ensure they're fully paid up by the selection deadline of the first Monday in May.

There'd be nothing to stop payments being made in other increments. How much you pay is determined by you when you pay online. The system will be notionally set up for senior players for 5 x £10 monthly payments, but it isn't prescriptive.

In fact, the facility to pay in increments can on request and at the discretion of the Membership Secretary, be sorted out for you irrespective of your membership category.

Should any payments remain outstanding after the due date, the online system can send a gentle reminder, although we're confident that with your support these occurrences will be rare!

We hope that this leaflet has explained things adequately enough, but if not please do get in touch.

**Management Committee**  
December 2018



## **SEDFIELD CRICKET CLUB**

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