



Aston Villa Football Club

List of 3rd party service providers who process personal data on our behalf

Name of 3 rd party service provider	Details of service provided
Fanatics (International) Limited	Operates the Club's retail channels (including the Online Store at www.shop.avfc.co.uk)
Compass Contract Services (UK) Limited (trading as "Levy Restaurants")	Provide catering and events services to the Club
TopTix Sport UK Limited (trading as "Seat Geek")	Provide the Club's online Ticketing Website and at www.tickets.avfc.co.uk and back office ticketing software.
The Lowery Centre Limited (trading as "Quay Tickets")	Provide call centre services for the Ticket Office in times of peak demand
E3 Media Limited (trading as "Great State")	Provides the Club's Official Website at www.avfc.co.uk
Green4 Solutions Limited	Provides the Club's Customer Relationship Management system (which is the Club's central hub for storing and managing all customer personal data) Provides services enabling the Club to send emails to people on the Club's Customer Relationship Management system
Essendex	Provides services enabling the Club to send SMS messages to people on the Club's Customer Relationship Management system
InCrowd Sports Limited	The Club's mobile application provider (both the Club's Official Mobile App and the Club's "Fan Score" app)
Fortress GB Limited	Operate the Club's stadium entry (access control) system Operate the Club's Pride Rewards scheme (including the online Portal at https://rewards.avfc.co.uk) Operate the Club's e-cash season card / membership card scheme
Stream AMG	Provides the Club's AVTV website at www.avfc.co.uk/avtv
Zebra Finance	Provide finance options to the Club's season ticket purchasers

World Pay	The Club's payment gateway for all card payments taken by the Club (whether in person, online or over the telephone)
Rostrvm Solutions Limited	Provides call centre software services
Baker Goodchild Direct Marketing Limited	Provide us with mail fulfilment services. We also use other mailing houses from time to time, and the mailing house we use will vary from campaign to campaign. We typically run two campaigns per season (to deliver season ticket and half season tickets).
Global Search Marketing Limited	Provide us with "pay per click" advertising services and "search engine optimisation" services.
Facebook Inc / Facebook Ireland Limited	They display relevant advertising to you on their platform.
BD Sport Limited	Operate the Club's matchday betting kiosks within the Stadium
BD Sport Limited and 5050 Central Limited	Jointly operate Aston Villa Foundation's fifty50 matchday lotto (including the fifty50 website at www.avfc.co.uk/fifty50)
Premier League Charitable Trust	Provide grant funding to Aston Villa Foundation (Premier League Charitable Trust only have access to anonymised data)
Substance 2005 Limited	Provide monitoring and evaluation software to Aston Villa Foundation in relation to programmes run by Aston Villa Foundation using Premier League Charitable Trust grant funding
St John's Ambulance	Provide emergency first aid services on a match day
Ormit Solutions Limited (trading as "Splash Access")	Provide customer WIFI access registration services for use of WIFI at the Club's premises.

This list is updated from time to time. Please check back periodically for any changes.

Last updated: September 2018