



# Full-Time

## General Data Protection Regulation (GDPR)

Version 5.3

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## FULL-TIME

### League Administration

FULL-TIME is the easy way of managing your football leagues online. The FA is offering it free to all affiliated leagues across the country.

FULL-TIME is the only league administration package that works in conjunction with TheFA.com, your County website, Members Services and RESPECT monitoring.

Read more about FULL-TIME

**REGISTER YOUR LEAGUE NOW!**

**CREATE** your own league website

**EASY** management of fixtures, results & tables

**REGISTER** players and manage teams

**SIMPLE** to use - website updated instantly

**OPTIONAL** features to suit your league

**ADD** news stories, photos and match details

**SHARE** the workload, multi-user access

**APPOINT** referees for Respect monitoring

**ADVERTISE** your sponsors on your website

## Background

GDPR (General Data Protection Regulations) comes into place from 25<sup>th</sup> May 2018 onwards, and the Football Association, in conjunction with Muckle LLP, has provided a number of online resources to give guidance to leagues and clubs.

These can be found at:-

<https://www.muckle-llp.com/wp-content/uploads/2018/03/DATA-PROTECTION-County-FA-Guide.pdf>

<https://www.muckle-llp.com/what-we-do/sports/the-football-association/gdpr-factsheets/>

<https://www.muckle-llp.com/what-we-do/sports/the-football-association/fa-online-training-modules/>

<https://www.muckle-llp.com/wp-content/uploads/2018/04/FA-FAQs-FINAL.pdf>

## Introduction

In order to comply with the requirements of GDPR (General Data Protection Regulations) a number of changes have been made to Full-Time, which can be found detailed within this document. Some of these will be immediately visible to users (such as the need to provide date of birth on login) and some will only be required if a league is asked to manage a request.

This document will be updated as further functionality is added as a consequence of the requirements from GDPR.

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## 1.0 Login restricted to individuals 16 and over

To login to Full-Time, you must now ensure that the individual concerned is aged 16 or over. Although in the past this has been the common practice, we are now requiring that the date of birth is provided for every single individual who logs in.

You should note that logins should not be shared, and if more than one individual requires access to the data for a team or league, they should each have their own individual login, in their name and with their date of birth provided.

### 1.1 How to... Set Date of Birth for New Admin Users

Full-Time Admin users are required to be at least 16 or over before access to the Full-Time system can be granted. The system will display an error message if a user has been created with either no date of birth or if they are under 16, which means these users will not be able to be sent a login invite to set up their login details.

## John Smith

### Personal Details

**▲ Send login invite?**

To automatically send an email to [full-time@thefa.com](mailto:full-time@thefa.com) with instructions to them to create their own login.

**▲ Date of birth required - must be 16 years of age or older**

First Name

Middle Initial

Last Name

Date Of Birth  DD  MM  YYYY

Email Address

FA Number

For players whose FA Number has been added manually. These are players who are not currently matched to WGS

Date created in Full-Time **Time** WED 16 MAY 2018 10:25  
People added to Full-Time prior to October 2012 may not have had this date recorded

## 1.2 How to... Set Date of Birth for Existing Admin Users

With leagues having so many existing users without a date of birth set, we have provided functionality so that existing users can set their own date of birth on login, rather than the burden lying with the league having to add them for all users. This will only apply for existing logins. Without providing a date of birth, a user will not be able to login to Full-Time.

Once the date of birth has been provided, this will be saved and will not need to be provided again.

### Terms and Conditions

Please accept our Terms and Conditions before proceeding. You will be asked to accept these Terms and Conditions whenever you change email address, remove your date of birth or at the start of a new season.

Please to view our [Terms and Conditions](#).

If you accept our terms and conditions, please tick the box below and click "Continue".

I accept the Terms and Conditions

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You must be 16 years of age or older to use Full-Time League Administration, please enter your date of birth.

**Date Of Birth**

DD  MM  YYYY

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## 1.3 How to... Set Logins for any existing users under 16s

A small number of existing users of Full-Time whose date of birth is under 16 will automatically have their login deleted. If the league needs to re-instate the access for these individuals (assuming they are actually aged 16 or over) they will need to provide the correct date of birth, and generate a new login invite for the individual concerned.

## 2.0 Restricting Changes to Access Roles

Previously, Full-Time has provided a high amount of complexity in allowing users to modify existing roles to have access to areas of functionality they would not normally have access to (e.g. a fixture secretary could be given access to create players). These have now been significantly simplified which may mean that some leagues will need to add additional roles to some individuals' profiles.

Remember that the League Administrator role continues to have access to the full range of functionality for Full-Time.

The table below shows the new restrictions, where a role is marked with an x an individual with that role will not be able to be given additional permissions to access that functionality. Note that this does not mean the role concerned has access to this functionality.

	Division Administrator	Fixture Secretary	League Administrator	News Secretary	Referee Secretary	Registration Secretary	Team Administrator
Ability to approve players & assign teams to people without roles.				X		X	
Access fixture, statistic and table downloads				X		X	
Access Person downloads		X		X	X	X	X
Access Referee downloads				X		X	X
Approve entered results and statistics to appear on the division tables.							
Assign Referees to fixtures.							
Create match reports for teams within their domain.							
Create and maintain within their domain e.g. a team or a division.							
Create players via spreadsheet upload							
Create points adjustments to the division tables.							
Create the league structure - seasons, divisions, teams, venues, etc	X	X		X	X	X	X
Enter referee marks for fixtures involving teams within their domain.							
Enter results for teams within their domain.							
Enter statistics for teams within their domain.							
Fixtures - ability to see hidden fixtures within the admin pages							
Maintain contact messages within their domain e.g. a team.							
Maintain people who have age conflicts.							
Maintain player suspension within their domain							
Merge players within their domain				X		X	
People - Create and edit people within domain, ability to create new people for allowable roles within their domain e.g. a team or a division.							
People - Edit People (this excludes the ability to create people).				X		X	
Send Emails to the email group lists.							
Send emails to the league email subscribers list.							
Setup and change the structure of competitions.							
Setup new and change SMS Team Administrators.							
The ability to approve and unapproved match reports							
The creation of new fixtures and the ability to change and delete existing fixtures for all fixture groups.							

## 3.0 Functionality Removed from Full-Time

As part of the review of GDPR, the following areas of functionality have been removed from Full-Time.

### 3.1 Individuals – removal of un-necessary personal data

One of the requirements of GDPR is that leagues should only store personal information which is necessary for the purposes of registration. Consequently the following fields have been removed from the individual page in Full-Time.

- Disability fields
- Email subscription fields
- Nationality (this may still be stored in Whole Game System)#
- Under Contract (this is stored by FA Registrations)
- International Clearance (this is stored by FA Registrations)
- FAMOA (this is no longer used).

### 3.2 Contact Us – Messages forwarded as emails

Full-Time has previously contained functionality whereby when a “Contact Us” message was left for the league, a copy of this message would be automatically emailed to selected users. As these messages may contain sensitive information about individuals, the functionality to have the message emailed has been removed. Leagues will still be able to receive messages, but will only be able to access them by logging into Full-Time.

We are aware that this change to functionality will add a need for leagues to check their contact messages by logging into Full-Time, but the requirements of GDPR are such that a message has to be viewed via a secure login, which is not satisfied if it is automatically copied to an email.

### 3.3 Email Subscription Functionality Removed

The functionality to allow individuals to provide their email address to leagues via the Email Subscription link has been removed. Very few leagues used this, but to do so the league would need to provide details of the purpose for which they would be collecting this information.

### 3.4 Player Self-Registration Functionality Removed

A rarely used piece of functionality allowed a league to configure an option whereby players could register themselves directly for teams, without any approval or management by the club or league. This has been removed.

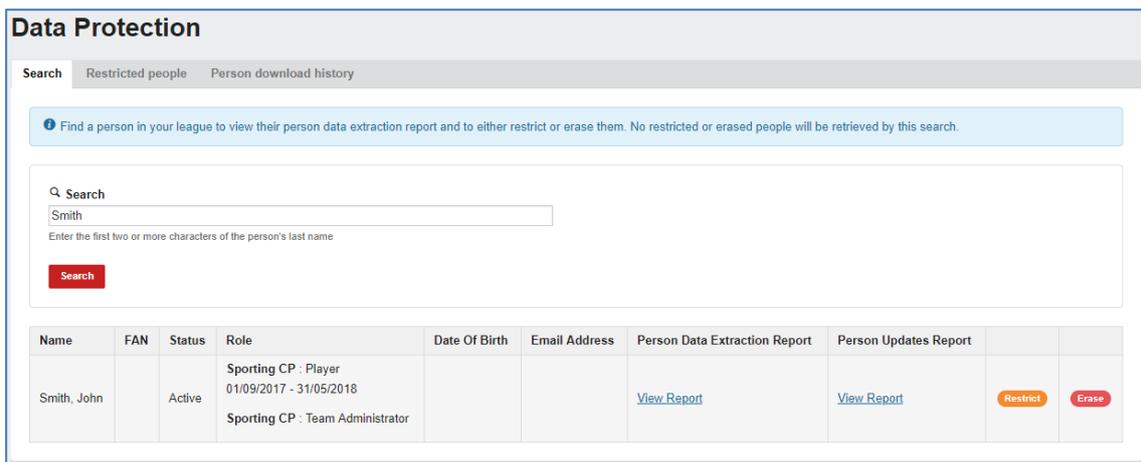
## 4.0 Data Protection

A new section has been provided in Full-Time, under the People Wizard, to allow leagues to deal with Subject Access Requests, Erasure Requests and Restriction Requests. All of these are only available to the League Administrator role.

### 4.1 How to.. Extract Data for Subject Access Requests

Individuals have the right to request all the data/information held for them without a cost and must be provided to them on a machine readable format within 30 days from initial request. A new feature has been implemented to enable Leagues fulfil individual subject access requests.

To access the functionality for Subject Access Requests, navigate to People Wizard and select the Data Protection option.



**Data Protection**

Search Restricted people Person download history

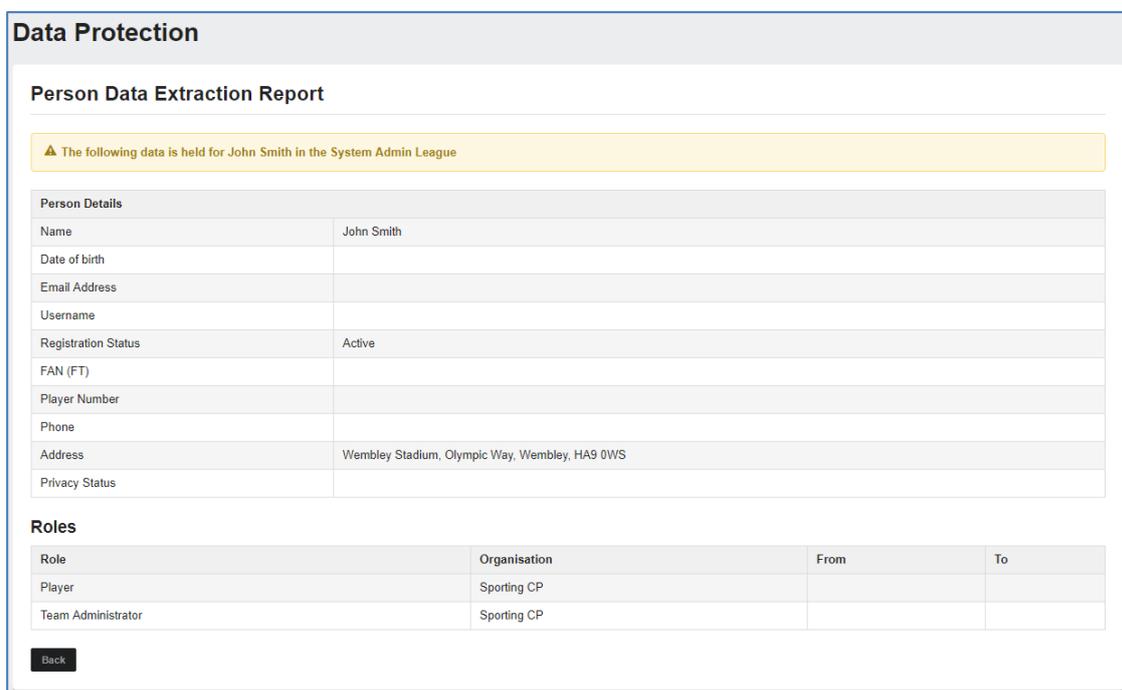
*Find a person in your league to view their person data extraction report and to either restrict or erase them. No restricted or erased people will be retrieved by this search.*

Search    
 Enter the first two or more characters of the person's last name   
 [Search](#)

Name	FAN	Status	Role	Date Of Birth	Email Address	Person Data Extraction Report	Person Updates Report		
Smith, John		Active	Sporting CP : Player 01/09/2017 - 31/05/2018 Sporting CP : Team Administrator			<a href="#">View Report</a>	<a href="#">View Report</a>	<a href="#">Restrict</a>	<a href="#">Erase</a>

Once the individual has been found, you have two options for either extracting their data, or simply checking for any updates to their information.

The Person Data Extraction Report contains all of the personal data that is held on the system for that individual, including their roles and any refereeing appointments and can be printed if required.



**Data Protection**

**Person Data Extraction Report**

*The following data is held for John Smith in the System Admin League*

Person Details	
Name	John Smith
Date of birth	
Email Address	
Username	
Registration Status	Active
FAN (FT)	
Player Number	
Phone	
Address	Wembley Stadium, Olympic Way, Wembley, HA9 0WS
Privacy Status	

Roles			
Role	Organisation	From	To
Player	Sporting CP		
Team Administrator	Sporting CP		

[Back](#)

The Person Update Report allows you to view any updates to the individual's record, including whether the Person Data Extraction Report has been run for that individual, any updates to their personal details and when they accepted the Terms and Conditions.

### Data Protection

#### Person Updates Report - John Smith

*Here you can view changes made to someone's personal data and within the League Administration system.*

Date and time	Attribute	Old value	New value	Changed By	Changed By Program
16/05/18 10:30	Address	Olympic Way,,London,,HA9 0WS	Olympic Way,,London,,HA8 0WS	X support Team	Update Person Page
16/05/18 10:29	Phones	//	0779010101//	X support Team	Update Person Page
16/05/18 10:28	Date of birth		MON 01 JAN 1990 00:00	X support Team	Update Person Page

[Back](#)

## 4.2 How to.. Restrict an Individual's Data from Further Processing

One of an individual's rights under GDPR is to request that their data may be restricted. Once approved such a request has to be fulfilled.

If this is an individual whose recorded is linked to their FAN in Whole Game System, the restriction needs to be applied in Whole Game System by the FA, and this will automatically update Full-Time.

If the individual is not linked to a FAN record, then a league will need to use the Data Protection functionality to restrict an individual's data.

Navigate to the People Wizard and Data Protection section, and search for the individual concerned. Once you have found them, click on the Restrict option.

### Data Protection

#### Restrict Person

*When a person is restricted - all personal details (e.g. address, phone numbers etc) are hidden in the system and their name is changed to 'Name Withheld'. You can view restricted people and change them back to being 'unrestricted' in [Restricted people](#).*

Confirm Restrict Person

Name John Smith

[Restrict](#) [Back](#)

You will be prompted to confirm this. Once an individual has been restricted they will appear under the "Restricted People" section of the Data Protection section, which includes an option to un-restrict them if this is required at a later date.

### Data Protection

Search **Restricted people** Person download history

*Here is a list of people that have been 'restricted' in your league, you can 'unrestrict' them to display their data again in the system and public league website.*

First Name	Last Name	Date Restricted	Person Data Extraction Report	Person Updates Report	
John	Smith	17/05/18 10:17	<a href="#">View Report</a>	<a href="#">View Report</a>	<a href="#">Unrestrict</a>

An individual whose data has been restricted will be displayed on the public and admin pages as “Name Withheld”, and will no longer be shown on any reports. They should not be appointed to any fixtures, or recorded as playing in any matches whilst they are restricted.

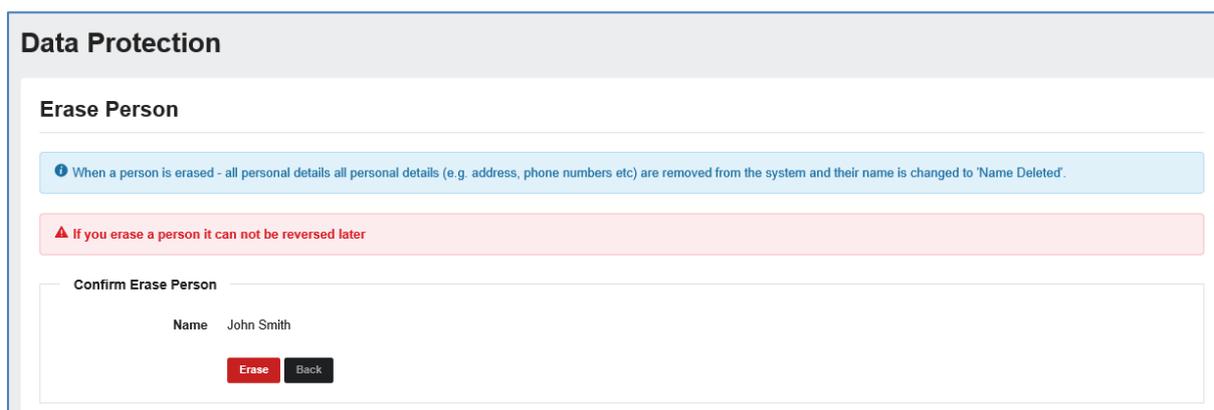
### 4.3 How to.. Erase an Individual

One of an individual’s rights under GDPR is to request that their data may be completely erased. Once approved such a request has to be fulfilled.

If this is an individual whose record is linked to their FAN in Whole Game System, the erasure needs to be approved by the FA Legal Team, applied in Whole Game System by the FA, and this will automatically update Full-Time.

If the individual is not linked to a FAN record, then a league will need to use the Data Protection functionality to erase an individual’s data but this should **ONLY** be used if the league has received and approved an erasure request from the individual concerned.

Navigate to the People Wizard and Data Protection section, and search for the individual concerned. Once you have found them, click on the Erase option.



The screenshot shows a web interface titled "Data Protection". Underneath, there is a section "Erase Person". A blue information box states: "When a person is erased - all personal details (e.g. address, phone numbers etc) are removed from the system and their name is changed to 'Name Deleted'". Below this is a red warning box: "If you erase a person it can not be reversed later". The main area is titled "Confirm Erase Person" and displays "Name John Smith". At the bottom of this area are two buttons: "Erase" (red) and "Back" (black).

Once erased, an individual’s personal details will be removed from the system, and their name changed to Name Deleted (this will be shown on public pages for any fixtures in which they played or officiated). The erasure process cannot be reversed.