Privacy Policy

Introduction

This policy describes the way in which The Rangers Football Club Limited aims to repay the trust shown by our valued customers and supporters who have shared their personal data with us.

About Us

The Rangers Football Club Limited ("the Club") is a company incorporated in Scotland with Company Number SC425159. The registered office is Ibrox Stadium, 150 Edmiston Drive, Glasgow, G51 2XD.

The Club is a part of a group of undertakings comprising Rangers Media Ltd, Garrion Security Services Ltd, New Edmiston House Ltd and Rangers International Football Club PLC. The Rangers Football Club is the controller of all personal data processed by these undertakings.

Data Protection Officer

The Club's Data Protection Officer (DPO) can be contacted with the following details:
The Data Protection Officer The Rangers Football Club 150 Edmiston Drive Glasgow G51 2XD

Email: dpo@rangers.co.uk Tel: + 44 141 580 8500

About This Policy

We will only provide this privacy policy to you once, generally at the start of our relationship with you.
However, if this privacy policy is updated substantially, then we may provide you with details of the updated version. You are encouraged to check back regularly for updates.

This policy is dated – November 2025

Personal Data We May Collect From You

When you contact us in person, by email, post, telephone or our website, you may provide us with or we may obtain personal data about you, such as information regarding your;

- personal contact details that allows us to contact you directly such as name, title, full postal address, email address and telephone numbers;
- date of birth;
- gender;

- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you;
- passport number if you wish to purchase a ticket for an away European match;
- use of and movements through our online portal, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information;
- a record of emails you have opened from us and any clickthroughs;
- attendance information obtained through swipecard records;
- records of your attendance at any events or competitions hosted by us;
- participation in prize draw competitions, raffles or promotional activities provided by us, including entry details and preferences;
- suggestions offered as part of our customer service feedback campaign;
- information about your computer including where available your IP address, operating system and browser type;
- information about your internet usage obtained using a cookie file which is stored on the hard drive of your computer;
- images in CCTV, video and/or photographic form;
- voice recordings and voicemails;
- your preferences, feedback and survey responses;
- your marketing preferences so that we know whether and how we should contact you.

Special Categories Of Personal Data

We may also collect, store and use the following "special categories" of more sensitive personal data regarding you:

- information about your health, including any medical condition, health and sickness records, medical records and health professional information;
- criminal convictions which restrict attendance to football matches.

We may not collect any of the above types of special category personal data about you. In relation to the special category personal data that we do process we do so on the lawful basis that the processing is necessary for:

- fulfilment of a legal obligation;

- support for individuals with a particular disability or medical condition; or
- based on your explicit consent.

Where We Collect Your Personal Data

We collect personal data about our customers and supporters when;

- you create an account on rangers.co.uk, tickets.rangers.co.uk, video.rangers.co.uk, or edmistonhouse.co.uk to open an account with The Club to purchase any services or products we offer online;
- you open an account in person at our ticket office, by telephone or by post;
- when you make a query and/or complaint or when you correspond with us by phone, e-mail, online chat, letter, official social media channels; or
- when personal data has been provided to us from a registered supporters club.

If you are a football player we may also collect personal data about you from any club, school or other organisation you are affiliated with or from other referrals such as from coaches or talent scouts.

If you are providing us with family members and emergency contacts or next of kin data then they have a right to know and to be aware of what personal data we hold about them, how we collect it and how we use and may share that information. Please share this privacy policy with those of them whom you feel are sufficiently mature to understand it. They also have the same rights as set out in this privacy policy.

Uses Made Of Your Personal Data

The table HERE describes the main purposes for which we process your personal data, the categories of your personal data involved and our lawful basis for being able to do this.
For some of your personal data you will have a contractual or other obligation for you to provide us with your personal data. If you do not provide us with the requested personal data we may not be able to properly perform our contract with you or comply with legal obligations.
Where you have given us your consent to use your personal data in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as per the details outlined in this policy.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal data to the extent that we are entitled to do so on a legal basis other than your consent.

Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain customer benefits to you.

The Rangers App

When you download and use the "Rangers FC" mobile app, we use mobile analytics software provided by third parties to collect information about the type of device you use, its operating system, your geolocation, and browsing and usage data such as how and how often you use the Mobile App and from where you downloaded the Mobile App. The Mobile App services provider will also have access to your specific geolocation, device identification, and Mobile App usage information.

We use location-based information to verify your location and send location-based content to you to enhance your matchday or event experience. You can opt-out of location-based services at any time by editing your location settings on your device.

Direct Marketing

From time to time we may contact you by email, post or SMS with information about products and services we believe may be relevant to you, including to administer competitions (or prize draws) which you enter, and to ask you to take party in surveys or market research where relevant to you. We may also send you surveys as part of our legitimate interests in improving our services, separate from marketing communications.

We will only send marketing communications to you in accordance with the marketing preferences you set. You can update your communication preferences or unsubscribe at any time here.

Surveys

We may invite you to participate in surveys and market research to help us understand your preferences and improve our services. Participation in surveys is voluntary and you can choose not to respond. We process survey responses on the basis of our legitimate interests in improving our services and understanding our supporters' needs.

How We May Share Your Personal Data

We share your personal data with the following parties:

- any party approved by you, such as V12 Finance Limited if you choose finance on your season ticket
- to any football governing bodies: to allow them to properly administer the sport on a local, regional and national level and to safeguard children and vulnerable adults
- the Government: where we are required to do so by law or to assist with their investigations or initiatives
- Police, law enforcement and security services: when we are required to assist with the investigation and prevention of crime and the protection of national security

- Registered ticket supporters' clubs: we will provide only the name and Rangers ID of season ticket holders who are affiliated to a registered supporters' club. This is to confirm membership on an annual basis.
- other football clubs: when an opposing club satisfies us that the sharing of information of visiting supporters is lawful and is required to meet a legal obligation, for the prevention or detection of crime, or for their legitimate interest.
- Third parties where we have a legitimate interest in sharing your data or where necessary for the performance of a contract, such as prize sponsors, event partners, or business partners involved in delivering services to you.

We employ some service providers to provide us with specialist services. These organisations are bound by a contract to respect the privacy of your personal data. Currently this includes;

- email marketing specialists
- share registrar
- payment processors
- data analysts
- CCTV contractors
- IT services including CRM, website, video, match day event access systems and teleconference services: and
- a telephone call handling centre
- 3rd party catering partner

We do not disclose personal data to anyone else except as set out above.

Profiling And Automated Decision Making

The Club does not perform any profiling or automated decision making that has a significant or legal effect.

Transferring Your Personal Data Internationally

We will neither transfer nor process personal data outside the United Kingdom, nor will we permit personal data to be transferred or processed outside the United Kingdom by a third party, unless it is under one or more of the following conditions:

- the territory into which the data are being transferred is one approved by the UK's Information Commissioner;
- the territory into which the data are being transferred is within the European Economic Area;

- the territory into which the data are being transferred has an adequacy decision issued by the European Commission;
- the transfer is to the United States of America and the recipient is registered under the EU/US Privacy Shield scheme;
- the transfer is made under the unaltered terms of the standard contractual clauses issued by the European Commission for such purposes;
- the transfer is made under the provision of binding corporate rules which have been approved and certified by the European Commission;
- the transfer is made in accordance with one of the exceptions set out in Data Protection Legislation.

How Long Do We Keep Your Personal Data

The duration for which we retain your personal data will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal data may be retained on a long-term basis: for example, personal data that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 6 years after your last contract with us. Exceptions to this rule are:

- CCTV records which are held for no more than 28 days unless we need to preserve the records for the purpose of prevention and detection of crime;
- Information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after the event.

It is important to ensure that the personal data we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

Your Rights

You have the following rights concerning your personal data. If you wish to exercise any of your rights, please contact the Data Protection Officer on the details listed in section 3 of this privacy policy.

Right of access - You have the right to obtain confirmation from The Club as to whether or not personal data concerning you is being processed, and, where that is the case, access to that personal data.

Right to rectification - You have the right to oblige The Club to rectify inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right

to have incomplete personal data completed by providing a supplementary statement.

Right to erasure (right to be forgotten) - You have the right (under certain circumstances, but not all) to oblige The Club to erase personal data concerning you.

Right to restriction of processing - You have the right (under certain circumstances, but not all) to oblige The Club to restrict processing of your personal data. For example, you may request this if you are contesting the accuracy of personal data held about you.

Right to data portability - You have the right (under certain circumstances, but not all) to oblige

The Club to provide you with the personal data about you which you have provided to The Club in a structured, commonly used and machine-readable format. You also have the right to oblige The Club to transmit those data to another controller.

Right to withdraw consent - If the lawful basis for processing is consent, you have the right to withdraw that consent.

Right to object to direct marketing - Where your personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.

Rights in relation to automated decision making and profiling - The Club does not perform any automated decision-making based on personal data that produces legal effects or similarly significantly affects you.

Your Right To Lodge A Complaint

If you wish to exercise any of your rights concerning your personal data, please contact The Club's Data Protection Officer in the first instance. The DPO will ensure your request is handled in a professional and timely manner. If however, you are not satisfied with the response you receive, you have the right to lodge a complaint with a supervisory authority. For the UK, the details are listed below:

For Scotland, the details are:

The Information Commissioner's Office
Scotland 6th floor
Quartermile One
15 Lauriston Pl
Edinburgh
EH3 9EP
Telephone: 0303 123 1115
Email: Scotland@ico.org.uk

For the rest of the UK, the details are listed below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 03031 231 113
Fax: 01625 524 510