



3rd May 2016

James Mooney
 Hull City Tigers Limited
 KCOM Stadium
 West Park
 Hull
 HU3 6HU

Dear James

HULL CITY'S MEMBERSHIP SCHEME – TERMS AND CONDITIONS

The Trust has identified a number of issues with the membership scheme's terms and conditions; we have published an article on the HCST website about this. On behalf of our members and the wider supporter base I would be grateful if you would respond to these concerns. In particular:

1. Will you address the issues concerning the provision of consent for the use of personal data under the Data Protection Act and the Privacy and Electronic Communications Regulations (2.4, 12.2 (4), (6), 12.4)? This includes:
 - When other people are listed on the Application, asking them to give their consent for the use of their personal data instead of just the Applicant;
 - Being specific about the purposes for which the transfer to third parties is being made; and
 - Making it clear that Applicants can opt out of marketing messages and clearly giving them the means to do so, and that this will not be penalised as in 9.1 (2).
2. Will you clarify your right to increase charges (5.2) within the Consumer Rights Act 2015? Will the club state in writing that charges will not be increased during the season?

Hull City Supporters' Trust is the trading name of Tigers Co-operative Limited, a Community Benefit Society registration number 29021R.

The registered address is

HCST, Suite 2, 117-119 Walkergate, Beverley, HU17 9BP.

Elected Trust Board Members (9): G Bielby (Chairman), G Cannon, C Dyson, S Dyson, P Fleming, A Hemingway (Treasurer), A Mills, R Richardson (Vice Chairman), P Walton.

Interim Secretary: M Scott

The Hull City Supporters' Trust Partners are:

Angel Beauty, Aspecs Opticians, Brookes Menswear, Circle 87 Café, Co-op Energy, Cross Solutions, Dinostar, EasyPeasyPrint, Essence Holistics, Finesse Internet, Grange Driving School, Harpers Fish & Chips (Beverley), Hemingway Bailey Ltd, Leasing for Business, Middle Child Theatre Company, Nudge Websites, One Stop Golf, Photo Express, Rob McFadyen ADI, Ska & Soul, TDN Automotive, Wine On-Line. **Full details can be found [here](#).**



3. Will you remove the references to credit checks (12.2 (1)) as the scheme is not a credit agreement?
4. What is the justification for the administration fee (4.4) being set at £25?
5. Why have the postage charges (10.4) been increased from £0.60p to £2.50?
6. Why is it necessary for someone to appear in person at the stadium to provide a written confirmation of a card being lost or stolen (13.21), and has the Club considered the practicalities of this for members who do not live locally?
7. In section I (Definitions) what is the status of play-off matches and European mini-league matches, and does “cup matches” cover all competitions?
8. Will the Club remove condition 12.9 entirely?

I look forward to receiving your response to these questions.

I would be grateful if you would share this letter with Club Secretary Matt Wild and Club Chief Executive Ehab Allam, before providing your response.

Thank you,

Yours sincerely,

Geoff Bielby
Chairman, Hull City Supporters' Trust