

FIFA Agent Platform

Data Protection Policy

Fédération Internationale de Football Association (FIFA)
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Switzerland

Please read the following to learn more about the ways FIFA uses your personal data before you proceed with the use of the FIFA Agent Platform.

This Data Protection Policy has been drafted in English and has been translated into other languages. In the event of discrepancies between the English and the translated texts, the English text shall prevail and be used to solve doubts of interpretation.

For clarification on some of the terms presented in capitals, please refer to the relevant FIFA regulations, e.g. the FIFA Football Agent Regulations (FFAR).

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International transfer

YOUR INFORMATION IS PROCESSED IN SWITZERLAND AND IN THE EUROPEAN ECONOMIC AREA (“EEA”), AND MAY BE PROCESSED ELSEWHERE DEPENDING ON THE LOCATION OF AFFILIATES, BUSINESS PARTNERS AND OTHER ENTITIES WHO ARE PERMITTED TO ACCESS SUCH INFORMATION UNDER THE TERMS OF THIS DATA PROTECTION POLICY (LOCATIONS OUTSIDE THE EEA MAY INCLUDE COUNTRIES WHICH MAY NOT ASSURE AN ADEQUATE LEVEL OF DATA PROTECTION ACCORDING TO APPLICABLE LAWS IN THE EEA AND SWITZERLAND). IF FIFA PROCESSES YOUR PERSONAL INFORMATION OUTSIDE THE EEA, ALL REASONABLE STEPS WILL BE TAKEN TO ENSURE THAT YOUR PERSONAL INFORMATION IS TREATED AS SAFELY AND SECURELY AS IT WOULD BE WITHIN THE EEA AND SWITZERLAND AND UNDER THE SWISS DATA PROTECTION ACT (“DPA”) AND THE GENERAL DATA PROTECTION REGULATION (“GDPR”).

The collection of personal data and how FIFA uses it

The processing, collection and use of your personal data will always have a lawful basis. This lawful basis can be FIFA’s performance of a contract with you, your freely given consent, compliance with a legal obligation and/or FIFA’s legitimate interests. The FIFA Agent Platform is an online digital platform developed and operated by FIFA through which the licensing process, dispute resolution process, continuing professional development (“CPD”) and reporting will occur. It supports the documentation efforts of FIFA and ensures compliance with the requirements for individuals to become licensed as Football Agents and to maintain their licence in accordance with the Football Agent Regulations (FFAR) issued by FIFA.

The personal data FIFA collects

The personal data that FIFA processes when you use the FIFA Agent Platform may include but is not limited to the following categories of personal data:

First name; last name; address; Agent ID; postcode; city; country; date of birth; nationality(ies); email address; gender; licence number; ID document type and number; mobile phone number; office phone number; website; social media handles; Agency name; picture; authorisation to work with minors; remuneration received; date of transaction; compliance background check (which may include a request to provide a criminal record); list of Clients; services provided; sanctions imposed; information on CPD.

The personal data that FIFA collects on your Clients when you use the FIFA Agent Platform may include but is not limited to the following categories of personal data:

Country of residence or registration; email address; Client name; Client type; date of birth; first name; last name; club/member association/Single-Entity League (engaging or releasing); gender; remuneration paid; nationality(ies); legal guardian's name; legal guardian's ID type and number, legal guardian's address; legal guardian's email; duration of Representation Agreement; exclusivity in representation.

The personal data that FIFA processes on the member association administrators that handle any Football Agent-related matters may include but is not limited to the following categories of personal data:

First name; last name; address; date of birth; nationality(ies); email address; gender; mobile phone number; office phone number; compliance background check (which may include a request to provide a criminal record).

During the registration process, a subcontractor of FIFA may also collect the following data from the FIFA Agent Platform, which will be kept by said entity during the entire licensing process:

Identification document (e.g. passport, identity card, drivers' licence); picture.

Licensing Football Agents

When applying to be licensed as a Football Agent, you log into the FIFA Agent Platform and enter your personal information, some of which is shared by FIFA with the relevant member association, to check your identity (full name, identification document and date of birth). Both FIFA and the member association conduct due diligence on you to ensure you are suitable to take the exam and to ensure that you meet the eligibility requirements, which may include a request to provide a criminal record.

You access the learning modules within the FIFA Agent Platform and eventually take the exam under the supervision of the company in charge of the exam app. The pre-exam checks and the exam session are supervised and recorded by a third party and may be monitored by FIFA through a proctoring solution, which checks that candidates comply with the exam rules (e.g. by recording you and/or your screen while you take the exam).

Once you have passed the exam and paid an annual licence fee to FIFA, you are a licensed Football Agent and may use the FIFA Agent Platform to access the FIFA Football Tribunal for dispute resolution, to perform the mandatory CPD or to comply with your reporting obligations as set out in article 16 of the FFAR.

The Platform is only accessible to fully registered individuals.

Data is processed on the FIFA Agent Platform for the following legitimate purposes:

- Compliance with the exam rules and rules of conduct
- Raising and setting minimum professional and ethical standards for the occupation of Football Agent
- Ensuring the quality of the services provided by Football Agents to Clients
- Limiting conflicts of interest to protect Clients from unethical conduct
- Improving financial and administrative transparency
- Protecting players, who often lack experience or information relating to the football transfer system

- Enhancing the contractual stability between professional players, coaches and clubs
- Preventing abusive, excessive and speculative practices

Cookies

FIFA may use cookies when you visit the FIFA Agent Platform. Please read and understand our [Cookie Policy](#).

When you visit the FIFA Agent Platform, FIFA will use cookies to collect certain information about you. Cookies are small data files which are transferred to your computer's hard drive to store information like registration IDs and passwords. A cookie will typically contain the name of the domain from which the cookie originated, the "lifetime" of the cookie and various values.

FIFA might further use session ID cookies to enable certain features of the FIFA Agent Platform, to better understand how you interact with the FIFA Agent Platform and to monitor aggregate usage by FIFA Agent Platform users and web traffic routing on the FIFA Agent Platform. Session ID cookies are, unlike persistent cookies, deleted from your computer when you log off from the FIFA Agent Platform and close your browser.

Please note that you can always choose to block cookies by updating your browser privacy settings.

To do so, you will have to access the Help menu in your browser's menu bar and search for the term "cookies". Please note, however, that if you block cookies, you may not be able to use all sections of the FIFA Agent Platform or all functionalities of the services.

Information sharing and disclosure

FIFA may send personal data about you to third parties when:

- a) you specifically acknowledge and agree that FIFA may disclose your personal data to third parties contributing to the delivery of services you have requested;
- b) FIFA needs to share your personal data to provide a product or service you have requested;
- c) FIFA provides personal data to companies that work on behalf of FIFA under data processing agreements providing for the required safeguards for your personal data in accordance with applicable data protection laws;
- d) FIFA needs to respond to subpoenas, court orders or legal processes;
- e) FIFA believes it is necessary, at its sole discretion, to investigate, prevent or take action regarding illegal activities, suspected fraud, emergency situations involving potential threats to the physical safety of any individual, violations of our terms located at [Terms of Service](#), or as otherwise required by law; and/or
- f) you have freely consented to your personal data being shared with FIFA's Commercial Affiliates and/or contractual partners to be informed about their products and services.

The disclosure and publication requirements set out in article 19 of the FFAR are met using three alternative publication channels:

1. The openly available publication channel: FIFA.com
2. The publication channel available to FIFA, players, coaches, clubs, Single-Entity Leagues and member associations: the FIFA Legal Hub
3. The publication channel available to FIFA, the (relevant) member association and Football Agents only: the FIFA Agent Platform (within the FIFA Legal Hub)

As to the publication channels, FIFA may publish personal data as necessary according to the public interest of such publication. In principle, disclosure and publication are structured into five processing activities with specific legitimate purposes:

1. Names and details of all Football Agents (Football Agent Directory)

The online, publicly available Football Agent Directory, published under article 19(1) of the FFAR on legal.fifa.com, contains the following categories of personal data related to Football Agents, including but not limited to:

Picture; first and last name; nationality(ies); licence number; CPD courses taken; gender; country of domicile; office telephone number; office email address; Agency name (if applicable); Agency website (if applicable); information about authorisations to work with minors (through the designated CPD course); details of social media channels.

This processing serves the purposes of:

- ensuring the quality of the services provided by Football Agents to Clients;
- limiting conflicts of interest to protect Clients from unethical conduct;
- improving financial and administrative transparency;
- protecting players, who often lack experience or information relating to the football transfer system;
- defending against “fake football agents”;
- promoting the activity of Football Agents;
- facilitating all existing and potential Clients’ access to Football Agents; and
- preventing abusive, excessive and speculative practices.

2. Clients represented by Football Agents (Client List)

The Client List annexed to the Football Agent Directory is available to users of the FIFA Legal Hub and includes the following categories of personal and company data:

Client names (coach, player, club, member association or Single-Entity League); duration/exclusivity of Representation Agreements with Football Agents.

Other Clients looking to engage a Football Agent may access the Client List in order to take informed decisions concerning their representation.

This processing serves the purposes of:

- limiting conflicts of interest to protect Clients from unethical conduct;
- improving financial and administrative transparency;
- protecting players, who often lack experience or information relating to the football transfer system;
- enhancing the contractual stability between professional players, coaches and clubs;
- protecting the interests of Football Agents from other parties (including other Football Agents) from inducing premature termination of Representation Agreements;
- promoting healthy competition among Football Agents;
- supporting the free choice of a Football Agent by a Client; and
- eliminating abusive, excessive and speculative practices.

3. Football Agent Services provided to each Client

The list of services provided by each Football Agent is available to the FIFA administration and member associations only on the FIFA Agent Platform and includes the following categories of personal and company data:

Client name (coach, player, club, member association or Single-Entity League) and the services provided to the Client (e.g. for (i) the employment, registration or deregistration of a player with a club or a Single-

Entity League; (ii) the employment of a coach with a club, member association or a Single-Entity League; (iii) the transfer of the registration of a player from one club to another; and (iv) the creation, termination or variation of the terms of an individual's terms of employment).

This processing serves the purposes of:

- ensuring the quality of the services provided by Football Agents to Clients;
- limiting conflicts of interest to protect clients from unethical conduct;
- improving financial and administrative transparency;
- protecting players, who often lack experience or information relating to the football transfer system;
- enhancing the contractual stability between professional players, coaches and clubs;
- supporting the free choice of a Football Agent by a Client;
- enforcing the relevant FIFA regulations and national football agent regulations;
- facilitating compliance checks and enhancing transparency; and
- eliminating abusive, excessive and speculative practices.

4. Sanctions imposed on Football Agents and Clients (Sanction List)

A list of sanctions is available on the FIFA Legal Hub and ensures transparency about the misconduct of any Football Agents identified. FIFA may publish an aggregated version of this list to the general public on legal.fifa.com in cases where FIFA, at its discretion, considers the disclosure to be in the public interest.

This processing is for the purposes of:

- raising and setting minimum professional and ethical standards for the occupation of Football Agent;
- improving financial and administrative transparency;
- protecting players, who often lack experience or information relating to the football transfer system;
- preventing Clients from entering into Representation Agreements with Football Agents who may have had their licence suspended or been banned from taking part in any football-related activity; and
- eliminating abusive, excessive and speculative practices.

5. Details of all transactions involving Football Agents, including the service fees paid to Football Agents

The Financial Transparency List is available to the FIFA administration and member associations on the FIFA Agent Platform and ensures that there is transparency about Football Agents' remuneration. FIFA may publish an aggregated version of this list to the general public on legal.fifa.com in cases where FIFA, at its discretion, considers the disclosure to be in the public interest. This publication does not include categories of personal data; the data published is the remuneration received per transaction by a given legal entity.

This processing is for the purposes of:

- improving financial and administrative transparency;
- protecting players, who often lack experience or information relating to the football transfer system;
- enhancing and protecting the reputation of football, in particular of the transfer system;
- maintaining integrity and preventing crime and corruption within football;
- enforcing the relevant FIFA regulations, national football agent regulations, facilitating compliance checks and enhancing transparency; and
- eliminating abusive, excessive and speculative practices.

Security

FIFA wants you to feel confident about using the FIFA Agent Platform. For this reason, FIFA has implemented adequate technical and organisational measures designed to secure your personal data from accidental loss and from unauthorised access, use, alteration or disclosure. However, FIFA cannot guarantee that unauthorised third parties may maliciously access your personal data.

Identity theft and the practice currently known as “phishing” are of great concern to FIFA. Safeguarding information to help protect you from identity theft is a top priority. We do not and will not, at any time, request your bank card information, your account ID, login password or national identification numbers in a non-secure or unsolicited email or telephone communication.

FIFA has implemented procedures to react in case of unauthorised access, use, alteration or disclosure of personal data. If you suspect that such an incident has occurred, please get in touch with us via dataprotection@fifa.org.

If you communicate with FIFA by email, please note that the secrecy of internet email is uncertain. By sending sensitive or confidential email messages or information which are not encrypted, you are accepting the risk of a possible lack of confidentiality over the internet.

Your rights

You have the following rights under the DPA and GDPR:

- a) The right to be informed about FIFA’s collection and use of personal data
- b) The right to access the personal data that FIFA holds about you
- c) The right to rectification if any personal data FIFA holds about you is inaccurate or incomplete
- d) The right to deletion, i.e. the right to ask FIFA to delete any personal data that FIFA holds about you
- e) The right to restrict the processing of your personal data
- f) The right to data portability, i.e. obtaining a copy of your personal data to re-use with another service or organisation
- g) The right to object to FIFA using your personal data for particular purposes
- h) The right to revoke a given consent at any time
- i) Further rights with respect to the objection to automated decision-making and profiling

If you have any cause for complaint about FIFA’s use of your personal data, please contact FIFA’s dedicated team at dataprotection@fifa.org. We may require you to provide verification of your identity. If you are not satisfied with our response, you always have the right to lodge a complaint with the Swiss Federal Data Protection and Information Commissioner (“FDPIIC”) or the competent data protection authority within the EEA. Please note that, in certain circumstances, FIFA may withhold access to your personal data where FIFA has the right to do so under applicable data protection legislation.

Updating/deleting your information

You may review, correct, update, change or request that FIFA deletes your personal data at any time by accessing your account on the FIFA Agent Platform. FIFA will ensure that your personal data is deleted if there are no legal reasons obliging FIFA to keep your personal data.

Links to other sites

If any part of the FIFA Agent Platform links to other websites external to FIFA, those websites do not operate under this Data Protection Policy. If you choose to visit an advertiser or click on another third-party link, you will be directed to that third party’s website. FIFA does not exercise control over third-party websites and therefore recommends that you read and understand the data protection policies posted on these other websites to understand their procedures for processing, collecting, using and disclosing personal data.

Changes to this Data Protection Policy

This Data Protection Policy may be amended from time to time. If FIFA amends this Data Protection Policy, any changes will be immediately posted on the FIFA Agent Platform and you will be deemed to have accepted the terms of the Data Protection Policy on your first use of the FIFA Agent Platform following the amendments.

Contact

If you have any questions about this Data Protection Policy, please visit [FIFA's Data Protection Portal](#) and read [FIFA's Data Protection Pocket Guide](#), contact FIFA's Data Protection Officer by email at dataprotection@fifa.org or by post to Fédération Internationale de Football Association (FIFA), FIFA-Strasse 20, 8044 Zurich, Switzerland. FIFA has a data protection representative within the EU, who may be contacted as follows: VGS Datenschutzpartner UG, Am Kaiserkai 69, 20457 Hamburg, Germany.

Precedence

In the event that the provisions of this Data Protection Policy conflict with the provisions of a third-party data protection policy, the provisions of this Data Protection Policy shall prevail.

Jurisdiction and applicable law

This Data Protection Policy and all matters arising out of or related to this Data Protection Policy shall be governed by the substantive laws of Switzerland, without regard to conflicts of laws and principles thereof.

Any controversy, claim or dispute between you and FIFA arising out of or relating to this Data Protection Policy shall be subject to the exclusive jurisdiction of the competent Courts of the City of Zurich, and each party hereby irrevocably consents to the jurisdiction and venue of such courts.