



Data Policy

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Definitions

For the purposes of the General Data Protection Regulation (GDPR) and UK data protection laws, the data Controller is Aboyne Lawn Tennis Club (ALTC) of Ballater Road, Aboyne.

Policy Aim

The aim of this policy is to explain how ALTC may collect and process personal data about you as a member of our tennis venue.

What Information We May Collect

We may collect some or all of the following data about you:

- Contact Details: Name, address, telephone numbers and email address.
- Other Personal Details: Date of birth, age and gender.
- Medical Information: Medical conditions or medication taken (where volunteered) to better support your medical needs.



- Financial: none of your financial data is directly held or retained by ALTC (see also how do we store your personal data). Where transactions are made by cheque the club does not retain any record of financial details contained on the cheque.
- Past Communications: Email correspondence, e.g. regarding queries or requests, or participation in club events.
- LTA related info: BTM numbers, ratings or tournaments/competitions entered.

How We Collect Personal Data

We may collect your personal data in a number of ways:

- Directly from you: for example, when you complete our membership form online, when you make enquiries on our website or via the club email account, when you use the ALTC court booking system, or when you interact with us during your time as a member in other capacities (e.g. when entering competitions, membership renewal, communications regarding coaching).
- From Someone Else: If they have applied for membership on your behalf (e.g. a family member).
- From the Deeside Tennis Academy (DTA): DTA coach(es) is/are not directly employed by ALTC; therefore, given that club membership is a requirement to receive coaching, it is possible your name and a means of contacting you may be provided by the DTA purely for the purposes of ensuring you have an up to date membership.
- From the LTA: If you have raised a query or complaint about ALTC.

How Do We Store Personal Data?

ALTC stores collected information in a number of ways:

- Clubspark - membership data provided when (re-)joining ALTC is held in the LTA provided Clubspark secure database. This is only accessible by named ALTC administrators from the club committee and the Clubspark helpdesk when providing assistance to resolve a problem. Please note that your use of the software or system is subject to the Terms and Conditions and Privacy Policy published on that site.
- Temporary spreadsheets - membership information may be exported from Clubspark into spreadsheets by named administrators purely for the purpose of analysing membership data for trends, LTA anonymised data requests etc. Such spreadsheets will only be held temporarily by administrators and then will be deleted once the work has been completed.
- Google Account - the club's Google account provides its general email address (aboynetennis@gmail.com). This is only accessible by named ALTC administrators from



the club committee. Email contact details for members may be held in the clubs Google account purely for the purpose of communicating with members on club related matters.

- LTA approved on-line financial systems - these include Stripe & GoCardless which are linked to our LTA Clubspark membership and courts booking systems, in order to process related electronic payments. These systems and the data held in them are securely maintained by the providers. Your use of the software or system is subject to the Terms and Conditions and Privacy Policy published on that site. Named club administrators may access these systems solely for administrative purposes (eg checking membership payments, court bookings etc.), where they may see email information, the type of card the last 4 digits of cards used for making payments.

How We Use Personal Data

Personal data provided by you will be used for the expressed purpose it was intended for at the time of receiving it, and, where relevant, in line with the personal preference you communicate to us.

General examples of the purposes for which we will use your personal data include:

- Administration pertaining to ALTC membership: Including membership renewal reminders or membership fees information, court usage and related policies.
- Fulfilment of court bookings: Via the online booking system.
- Club competitions – your contact details may be shared with competition organisers and other entrants to facilitate arranging matches
- Administration of the Wimbledon tickets ballot
- Statistical data related to coaching: Such as classes undertaken or number of hours of training provided by age and skill level (with reference to juniors).
- General Club Communications: Regarding upcoming ALTC events or club related news that we believe are of interest to you.
- Communication with the DTA: to ensure coaching provisions are in place.

Marketing Preferences

It is important that you are able to decide what type of communication you wish to receive from ALTC. You can update your Privacy and Policy Preferences with us at any time to either opt in or opt out of future communications. Updating your preferences will allow us to send you any ALTC newsletters or articles which are relevant to club members and will make sure you have your wishes made clear regarding use of photographs or videos of either yourself or your child.

Update your preferences by following these simple steps:

1. Sign in at <https://clubspark.lta.org.uk/aboynetlc> using your ClubSpark account details.



2. Click on your name on at top right of screen. (Note: This may be a dropdown list if there is more than one person associated with the membership.)
3. Click on the 'Edit Profile' button on the right.
4. Click on the 'Your privacy and consents' tab and update your privacy settings by selecting the appropriate checkboxes. Save your changes by clicking the 'Update My Preferences' button at the bottom of the screen.
5. Repeat the process for any additional names in your dropdown list, if appropriate.
6. There are some 'essential service communications' which we may send, despite your expressed preferences, in order to fulfil our contractual obligations to you as an ALTC member. These include information related to membership renewals, notices of formal meetings, such as the AGM, or unexpected court closures, etc.

Sharing of Information With Others

We never sell your personal data with other organisations. Data collected by ALTC may be shared with committee members for the sole purpose of administering your membership. As outlined above, data is shared between ALTC and DTA to allow the provision of coaching to club members. If players have entered competitions involving other clubs or run by the LTA, we may provide contact details, ratings and BTMs to organisers of those competitions for the purposes of arranging matches and recording results using LTA databases.

Your Rights

Under certain circumstances, you have the following rights:

- Request access to the data we hold on you, and request it to be updated or corrected if you believe it to be inaccurate or incomplete.
- Request the deletion of any personal data related to you.
- Object to the processing of your personal data (in particular situations) or request the processing of your personal data be restricted.
- Request your personal data is transferred to another party.

Further Information and Complaints

Should you have any queries regarding this policy or require further information on how we process your personal data, you are able to contact us by the following means:

<https://clubspark.lta.org.uk/AboyneLTC/Contact>

email sent to: aboynetennis@gmail.com