

Barns Green Tennis Club



GDPR Privacy Policy for Members

May 2018

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Barns Green Tennis Club (the "Venue") of Sandhills Road, Barns Green

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as a member of our tennis venue.

The Legal basis for collecting and holding personal data

The collection and processing of personal data is necessary for running the Venue.

How we collect your information

We collect your personal data directly from you, when you:

- fill in an application for membership,
- when you provide information via the Venue's club management software or court booking system, or
- when you interact with us during your time as a member in various other ways (for example, where you enter a competition, renew your membership, sign up for a course or lessons);

The types of information we collect

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings or making use of other Venue facilities).

We may also collect data about your health or medical conditions, where you have volunteered this, for example so that we can cater for you when you attend a Venue social event or a course/camp.

We do not collect contact information for juniors and hold only their parent or guardian's contact details.

How we use personal data

We will use your personal data for the following purposes:

- Administration of your Venue membership, including:
 - informing you about court / facilities opening hours;
 - taking payment of membership fees;
- Fulfilment of orders for goods and services, including court bookings, coaching sessions and clothing with club logo (these are member benefits and the club receives no financial incentive for providing this service to you);
- Administration of the Wimbledon ballot;
- Communication about our Venue activities that we think may be of interest to you;
- Storing your details on the software platform we use for our online Venue member management database and court booking system. Please note that your own use of the software or system is subject to the Terms and Conditions and Privacy Policy published on that site. The ClubSpark database is provided for LTA venues by Sportlabs Technology Ltd;
- Promoting our Venue and promoting the services of our third-party coaches for example, coaching courses, and tennis events where we think this will be of interest to you.

Sharing your information with others

We do not sell or share your personal data for other organisations to use.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- Our contractors and suppliers: these are our coaches and the software provider for the management database and court booking system.
- Other members so they can contact you in connection with tennis. This data is restricted to name, email address and phone number. For juniors, only their parent / guardian contact details are provided.

How long your information is kept

We retain your personal data for so long as you have a valid Venue membership and for a period of two years after your last interaction with us.

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected. You may do this at anytime by logging in to our website.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact us:

- by email: barnsgreentennisclub@gmail.com;
- or by post: Barns Green Tennis Club 2 Yew Tree Cottages, Itchingfield, Horsham, RH13 0NR

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.