

BIDDENDEN LAWN TENNIS CLUB PRIVACY NOTICE FOR OUR MEMBERS

1. OUR COMMITMENT TO YOUR PRIVACY

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your membership with us. This notice applies to you if you have registered to become or are a member of our Club.

This notice explains how we collect, use and share your personal data, and your rights in relation to the personal data we hold. This privacy policy also concerns our processing of personal data of customers, employees, volunteers and Club officials.

References to we, our or us in this privacy notice are to the Biddenden Lawn Tennis Club.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we not required to do so, but our Compliance Manager has overall responsibility for data protection compliance in our Club. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

2. HOW WE COLLECT YOUR INFORMATION

Depending on the type of membership you register for with us, we may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for membership, when you make enquiries on our website, when you provide information via the Club's 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);
- From someone else who has applied for membership on your behalf (for example a family member or your tennis coach who has provided us with your contact details for that purpose); and
- From the LTA (for example, where the LTA passes on your details to us in connection with a complaint or query you have raised about our Club).

3. 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);
- Financial information, including Direct Debit details;
- Certain other information that you volunteer when making use of your membership benefits (for example, when making court bookings or making use of other Club 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 Club social event or a course.

4. HOW WE USE PERSONAL DATA

We will use your personal data for the following purposes:

For membership and club management:

- Processing of membership forms and payments;
- Informing you about court / facilities opening hours;
- Sharing data with committee members to provide information about club activities, membership renewals or invitation to social events;
- Storing your details on the software platform we use for our Club member management database and the court booking system (i.e. Clubspark). 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;

- Club newsletter promoting Club activity; and
- Publishing of competition results.

For matches, training and competition entry:

- Sharing personal data with Club coaches or officials to administer training sessions;
- Sharing personal data with Club team leaders to enter events;
- Sharing personal data with facility providers to manage access to the tennis courts;
- Sharing personal data with leagues, county associations and other competition; and
- Providers for entry into events.

For funding and reporting purposes:

- Sharing anonymised data with a funding partner as condition of grant funding, for instance a Local Authority (for example research and statistical analysis about who is playing tennis in our Club);
- Analysing anonymised data to monitor Club trends; and maybe
- Sending an annual Club survey to improve your experience as a Club member.

Marketing and communications (where separate consent is provided):

- Sending information about promotions and offers from sponsors;
- Sending information about selling Club kit, merchandise or fundraising.

5. YOUR MARKETING PREFERENCES

Email, post and SMS marketing: we will never share your details with anyone else, except where separate consent has been provided by you.

There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a member of our Club. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about Club closures and holiday opening hours.

6. SHARING YOUR INFORMATION WITH OTHERS

We do not sell or share your personal data for other organisations to use other than as set out below. Personal data collected and processed by us may be shared with the following third parties, where necessary:

- **Club Officials:** for example our employees and volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- **Club contractors and suppliers:** for example coaches and the provider of membership management services (i.e. Clubspark).
- **Any party approved by you.**
- **To any governing bodies or regional bodies for the sport covered by our Club:** to allow them to properly administer the sport on a local, regional and national level.
- **Our Commercial Partners:** for the purposes of providing you with information on any tickets, special offers, opportunities, products and services and other commercial benefits provided by our commercial partners where you have given your express consent for us to do so;
- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

The personal information we collect is not transferred to and stored in countries outside of the UK and the European Union.

7. HOW LONG YOUR INFORMATION IS KEPT

We keep your personal data only for as long as necessary for each purpose we use it. For most membership data, this means we retain it for so long as you have a valid membership and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

8. 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.
- 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. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation that makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

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

9. 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 the Club Secretaries, Mark and Emma Boggis who are also the Compliance Manager:

- By email: mandmboggis@gmail.com

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 or telephoning 0303 123 1113.

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Next review: 1 Mar 2025