



Privacy Policy

March 2024

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the Controller is Boldon LTC (the "Venue") of Dipe Lane, East Boldon, NE36 0PQ

About this document

This privacy policy explains how we collect, use and share your personal data, and your rights in relation to the personal data we hold. This privacy policy concerns our processing of personal data of employees, volunteers and Venue officers.

How we collect your information

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

- from the information you provide to us when you register your intent to join Boldon LTC as a member via ClubSpark
- from the information you provide to us when you enrol yourself or your child on one of the coaching programmes offered by Boldon LTC via ClubSpark
- from images on CCTV. See our CCTV Policy for more information about how we deal with these images.
- Photos: these are stored on our website, Facebook and the Funcom Dropbox folder. They are only stored there for as long as is needed, after which time they will be deleted. Please see our Photography Policy for more information about guidelines on photography.

The types of information we collect

We may collect the following types of personal data about you (and your family members and 'next of kin', where relevant):

1. Contact and communications information, including:
 - your contact details (including email address(es), telephone numbers and postal address(es);
 - contact details (through various means, as above) for your family members and 'next of kin';
 - records of communications and interactions we have had with you.
2. Biographical, educational and social information, including:
 - your name, title, gender, nationality and date of birth;
 - your image and likeness, as captured in photographs taken for club promotion purposes.
3. Any other information relevant to you taking part safely in activities held at Boldon LTC including CCTV.
 - information concerning your health and medical conditions

information about certain criminal convictions (where this is necessary for your employment or other engagement to volunteer with us).

How we use your information

The purposes for which we may use personal data (including special categories of personal data and criminal convictions and offences data, where applicable) we collect in connection with your employment, membership or other engagement with us include:

- administering job, volunteer, membership or officer applications and, where relevant, offering you a job or other positions with us;
- once you are employed or engaged by us in any capacity, for the performance of the contract of employment (or equivalent agreement) between you and us;
- contacting you or your family members and 'next of kin' for club business continuity purposes;
- monitoring your performance in your work, including in performance appraisals;
- for security purposes, including by operating security cameras in various locations at our premises;
 - CCTV is only used for security reasons and not for general surveillance of members. The Facilities Chair Alan Walker, Club Chair Jane Nell and Secretary Viv Mcfarquhar are the only individuals who have access to the control cupboard, which is kept locked at all times. The release of images of an identifiable person will not be permitted, unless it is in the course of an investigation where the police are seeking information.
- for preventing and detecting crime, and to investigate complaints and grievances;
- dealing with legal claims and requests, including those made under data protection law, or requests for disclosure by competent authorities;
- for other HR-related administrative purposes, for example to update you about changes to your terms and conditions of employment, membership or engagement;
- external and internal audit and record-keeping purposes;
- sharing your personal data with the LTA, county tennis associations and other venues for reasonable purposes in connection with the operation of the Venue.

The basis for processing your information

We may process your personal data for the above purposes because:

- it is necessary for the performance of a contract with you (your employment contract or equivalent) or in order to take steps at your request prior to entering into such a contract;

- it is necessary for our or a third party's legitimate interests. Our "legitimate interests" include our reasonable interests in the operation of the Venue, in accordance with all relevant legal requirements;
- it is necessary to protect your or another person's vital interests (in certain limited circumstances, for example where you have a life-threatening accident or illness at the Venue and we have to process your personal data in order to ensure you receive appropriate medical attention);
- it is necessary for the establishment, exercise or defence of legal claims (for example, to protect and defend our rights or property);
- we have your specific or, where necessary, explicit consent to do so (in certain limited circumstances, for example where you provide details of your racial or ethnic origin so that we can monitor our compliance with equal opportunities legislation);
- for compliance with our legal obligations (e.g. to exercise or perform any right or obligation conferred or imposed by law in connection with employment or for the prevention and detection of crime, and in order to assist with investigations (including criminal investigations) carried out by the police and other competent authorities).

Sharing your information with others

We may share your personal data with certain third parties for the purposes set out in this privacy policy. We may share some personal data with third parties including:

- other employees, volunteers, agents and contractors where there is a legitimate reason for their receiving the information, internal and external auditors and legal advisers;
- when we are legally required to do so (by a court, government body, law enforcement agency or other authority of competent jurisdiction), for example by HM Revenue and Customs;
- to the LTA and county tennis associations.

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 employee, volunteer, officer and member data this means we keep it for as long as you have an active employment, volunteer, officer or member relationship with us and for a reasonable period thereafter for record-keeping and legal reasons. Emails are deleted once they are dealt with and they are removed automatically from the "deleted items" folder by Outlook after 30 days. See our CCTV Policy for more information about how we deal with images collected on our cameras.

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 which 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 information (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.

If you have given your consent and you wish to withdraw it, please do so by clicking on the [unsubscribe](#) link at the bottom of any email you receive from the Venue via ClubSpark, or visit your Profile Page on ClubSpark, and change “Your Privacy and Consents” by ticking the appropriate boxes. (Please note you will still receive emails regarding coaching sessions booked by you, and membership renewal/payment reminders).

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 rights, you may contact Linda Walker:

- by email: boldon.ltc@outlook.com;
- by telephone: 07860 478332;
- or by post: Boldon LTC, Dipe Lane, East Boldon, NE36 0PQ

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 legislation from the Information Commissioner’s Office website available at www.ico.org.uk.