

Brookmans Park Tennis Club

Privacy Policy for Members

Data protection changes - GDPR - effective from 25th May 2018

Under the new GDPR legislation, Brookmans Park Tennis Club is deemed to be a *data controller*, that is a venue that holds personal data and can determine how that data is used. The Club has therefore reviewed the use and storage of member data in light of the Regulation and a summary is given below:

How we collect your information

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 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);
- 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 Venue).

The types of information we collect

Brookmans Park Tennis Club stores personal data such as, name, address, phone number and email as provided by the member on their membership form within the ClubSpark platform.

Where the data is stored

The information is stored via the Tennis Club's ClubSpark Account. This is a registered account operated by Sportlabs Technology and is an exclusive benefit of our club being registered with the LTA. It is a secure platform which only committee members have access to. It is a sport management software platform for LTA registered venues for managing club memberships, coaching and events.

How we use personal data

Brookmans Park Tennis Club uses the data to administer memberships from year to year and to email out notifications of the AGM and any events or competitions that are taking place at the club.

Your preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. 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 Venue.

Examples of these essential service communications are: Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about venue closures.

You are in control of how we communicate with you. You can update your choices and/or your contact details through your profile page on the ClubSpark website.

Sharing your information with others

We do not sell or share your personal information to other organisations to use. Data will only be shared amongst our committee members for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.

How long your information is kept

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

Your rights

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 store it.

Queries 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:

Hugh Leonard – Club Chairman

Email: hugh.leonard@p66.com

Telephone: 01707 644571

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.