

Privacy notice

1. Introduction

This notice set outs and explains how we collect, store and use your personal information in compliance with the General Data Protection Regulation (GDPR)

Collecting specific, relevant personal information is a necessary part of your membership of the club or the membership of your child. This privacy notice sets out what information we hold about you, such as your contact details, how your personal information may be used and the reasons for these uses, together with details of your rights. We will always comply with data protection law.

2. The kind of information that we may hold about you

Personal data or personal information, means any information about an individual from which that person can be identified. Depending on the circumstances we may collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, addresses, telephone numbers and email addresses
- Date of birth
- Gender
- Medical information
- Bank account details

3. How we collect your personal information

We may collect personal information about members or the parents or guardians of child members or coaches and volunteers in a number of different ways:

- Directly from you - for example, through the booking of a court, booking of a course or session (coaching), enrolling as a member or renewing your membership, both on your own behalf or on behalf of a child, booking an activity at an event, acting as a coach or volunteer.
- From someone else acting on your behalf – for example where a parent or guardian has purchased a membership or course for a child.

4. How we use your personal data and the purposes for which we use it.

Performance of a contract -to perform services eg

- processing bookings or other resource bookings
- processing coaching sessions, course and programme bookings
- processing membership transactions

- processing event bookings
- setting up and processing competition data
- setting up coaches or volunteers to run coaching programmes
- providing information to British Tennis, other membership bodies and insurers

Pursuit of legitimate interests. In some cases, we may use your personal information to pursue legitimate interests of our own including commercial interests and those with a wider public benefit. For example, we need to process personal data in pursuit of our legitimate interests to market the club. In all instances we will ensure your interests and fundamental rights do not override those interests.

Consent. We may also process your personal data on the basis of consent you give, for example to send you direct marketing communications.

Compliance with our legal obligations. In some cases the club needs to process your personal data in order to comply with its legal obligations. For example, we need to process personal data in order to comply with health and safety legislation, to obtain checks on coaches and volunteer roles (where relevant) for safeguarding purposes, reporting certain tax information about our financial arrangements with third parties eg HM Revenue & Customs and assisting with investigations by police and/or other competent authorities.

5. How we may use special categories of personal information

Special categories of sensitive personal data such as medical information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. The provision of medical information is optional, and we only process this personal information where it is required by a coach to improve your user experience of the course, session or programme provided.

6. Who we may share your data with

Personal information collected may be shared with the following recipients, or categories of recipients, where necessary:

- Someone acting on your behalf, for example a parent or guardian who has purchased membership, coaching course or programmes for you as their child
- Competition organisers and officials involved in competitions you are taking part in
- Club officials for the purposes of membership, booking a court or coaching
- Our suppliers where they process data on our behalf eg the club's bank and insurers
- National governing bodies eg British Tennis who will utilise the data in pursuit of their legitimate interest.

7. The period for which we will keep your information

We will keep your information for as long as is necessary for us to fulfil the purposes that we describe in this notice. We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for.

8. Rights of access, correction, erasure, and restriction

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please update your personal records for any changes on a timely basis.

Your rights in connection with personal information

Under certain circumstances by law you have the right to request access to your personal information (commonly known as a "data subject access request")

- Request correction of the personal information that we hold about you
- Request erasure of your personal information
- Object to processing of your personal information 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
- Request the restriction of processing of your personal information
- Request the transfer of your personal information to another party

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the president of the club. We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

9. Data security

We have put in place measures to protect the security of your information, for example to backup and protect the integrity of our electronic communications and data storage systems. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

10. Transferring of data internationally

We will not transfer your personal data to countries outside the European Economic Area (EEA).

11. Right to withdraw consent

In circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your

consent please contact the President of the club. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so.

12. Contacts

We have appointed the President of the club as our Data Protection Officer to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information or would like to withdraw consent in line with section 11 or would like to access, correct, erase, or restrict access to your personal information in line with section 8 please contact the President of the club. Details can be found in the contact section of this website.

13. Changes to this privacy notice

We reserve the right to update this privacy notice at any time. The updated notice will be accessible on this website.