



## **Privacy Policy (January 2023)**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Charlton Kings Tennis Place Limited, 1b Oxford Street, Cheltenham, GL52 6DT.

### **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 or user of our tennis venue and services.

### **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 and /or completing a booking form for coaching courses/activities, when you make enquiries on our website, 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);
- 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); (the most common scenario is when a parent completes a coaching booking form or membership form on behalf of their children)
- 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**

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 bank account details for the purpose of issuing refunds entitled to.
- 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).
- For the purposes of completing a booking form for a tennis course/other tennis activity we also collect data on school year (children only), school attending (children

Charlton Kings Tennis Place Limited is a Company Limited by Guarantee, registered in England and Wales.

Company number: 14536601.

Our courts at Balcarras School are a LTA registered venue

Registered Office: 1b Oxford St, Cheltenham, GL52 6DT.

only) for the purpose of ensuring children are booked onto the most appropriate course.

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.

### **How we use personal data**

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your Venue membership, including:
- informing you about court / facilities opening hours/ activities associated with the tennis programme;
- taking payment of membership fees;
- Fulfilment of orders for goods and services, including court bookings;
- Administration of any Wimbledon ballot;

where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you;

- Research and statistical analysis about who is playing tennis in our Venue;
- 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 / court booking system (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;

where this is necessary for our legitimate interests (for example in increasing use of our Venue's facilities and participation in the game generally);

- Promoting our Venue and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organisers of tennis events) where we think this will be of interest to you;

where this is necessary for our legitimate interests (or the legitimate interests of a third party), and/or where we have your consent, as applicable.

### **Your marketing 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:

- 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 venue closures and holiday opening hours.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

### **Use of photographs for marketing purposes**

Before taking any photographs we would always ask permission from the individual or parent of the individual if you give consent to photographs being used for our website, newsletters or any other promotional literature including social media and local newspaper.

Email: [tennis@charltonkingstennisplace.co.uk](mailto:tennis@charltonkingstennisplace.co.uk)

Post: 1b Oxford Street, Cheltenham, GL52 6DT

### **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:

- Our employees and 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, including coaches, any provider of membership management services namely Denisa Davies - Club Coach and John Reilly - Welfare Officer, ClubSpark.