



Claygate Lawn Tennis Club Privacy Policy

This privacy policy sets out the way we process your personal data and we've created it to make sure you are aware of how we use your data as a member of our tennis club.

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 coaching);
- From someone else who has applied for membership on your behalf (for example a family member who has provided us with your contact details for that purpose).
- Directly from you when you make a payment to the Club

The types of information we collect

- We may collect the following types of personal data about you:
- Contact and communications information, including your email address, telephone numbers and postal address and records of communications and interactions we have had with you;
- Date of birth for junior members to ensure they are included in the appropriate group
- Occasional photographs of you, for example at tournament finals.

How we use personal data

Personal data provided to us may be used for the following purposes:

- Administration of your Club membership, including:
- Informing you about club facilities and events;
- Taking payment of membership fees;
- Research and statistical analysis about who is playing tennis in our Club;
- Communications about Club activities that we think may be of interest to you;
- Promoting our Club (including, for example, posting photographs of members at the Club on our website or in advertising material, whether paper or digital);
- Promoting goods and services of third parties (eg: equipment suppliers, operators of coaching courses and organisers of external tennis events) where we think this will be of interest to you.

Updating how we use your data

We reserve the right to update how we use your data from time to time and will notify you of any proposed changes.

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 Club. Examples of these essential service communications are:

- Records of transactions, such as payment receipts;
- Membership-related mailings such as your membership renewal reminder, notices of formal meetings and information about Club events and activities.

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

Email: claygatetennis@gmail.com Telephone: 01372 463740

Sharing your information with others

We do not sell or share your personal data with other organisations except as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled;
- Other members who need to contact you regarding tennis matters (typically your opponent in a competition);
- Our contractors and suppliers, including coaches and any provider of membership management services.

How we store your personal information

Your information is securely stored.

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 Club membership and for a period of six years after your last interaction with us (for accounting, tax-reporting and record-keeping purposes).

Under the General Data Protection Regulation, the lawful basis we rely on for processing the information is your consent. You are able to remove your consent at any time. You can do this by contacting the club secretary by email, claygatetennis@gmail.com

Your rights and obligations

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;
- 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;
- 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 data (without affecting the lawfulness of our previous processing based on consent);
- Request the transfer of your personal data to another party.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Contact

If you have any queries about this privacy policy, how we process your personal data, or if you wish to exercise any of your legal rights, please contact the Club Secretary at:

Email: claygatetennis@gmail.com Telephone: 01372 463740

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Claygatetennis@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

Contact information can be found on the ICO website: <https://www.ico.org.uk>