

Crickhowell Tennis Club

Privacy Policy



For the purposes of the General Data Protection Regulation (GDPR) and UK data protection laws, the controller is Crickhowell Tennis Club (the “Venue”), Beaufort Street, Crickhowell, NP8 1AG.

About this document

This privacy policy sets out the way we process your personal data, created to ensure you are aware of how we use your data as a member of our tennis venue.

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, when you provide information via the Venue’s 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 or renew your membership;
- 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;
- 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 email address(es), telephone numbers and postal address(es) and records of communications we have had with you;
- Financial information, including Direct Debit details (although these are not currently held);
- Certain other information which you volunteer when making use of your membership benefits, for example, when making court bookings.

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.

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, for example, informing you about court / facilities opening hours;

- Communication about Venue activities that we think may be of interest to you;
- Administration of the Wimbledon ballot;
- Fulfilment of orders for goods and services, including court bookings;
- Where 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;
- Storing your details on the software platform we use for our Venue member management database / court booking system. 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 goods and services of third parties, for example, coaching courses, 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 preferences for us to fulfil our contractual obligations to you as a member of our Venue. Examples of these essential communications include:

- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about venue closures and holiday opening hours
- Records of transactions, such as payment receipts, as applicable.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting the Membership Secretary at: membershipcricketennis@gmail.com.

Sharing your information with others

We do not 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 volunteers, to administer your membership and to give you access to membership benefits to which you are entitled.
- Our contractors and suppliers, including coaches, such as Beacons Tennis Academy.

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

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.
- 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.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

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 legal rights, you may contact the Secretary:

- by email: sec.cricktennis@gmail.com ;
- by telephone: 07974256605;
- or by post: The Secretary, Crickhowell Tennis Club, c/o Crickhowell Resource and Information Centre, Beaufort Street, Crickhowell, NP8 1BN.

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.