

Fairford Tennis Club

Privacy Policy for Members and other Users

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Fairford Tennis Club (the "Venue") of The Croft, Fairford, Gloucestershire, GL7 4BB.

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 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 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);
- 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 certain information about you, which may include; your name, date of birth, gender, email address, address, telephone number(s), medical information, emergency contact name and telephone number(s), and names of the Lawn Tennis Association (LTA) affiliated clubs that you are a member of and details of any coaching or officiating licenses you hold (LTA Data).

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 may use your personal data for the following purposes:

Membership and club management

- Processing of membership forms and payments;
- Electronic club records (all members) and website management
- Processing Wimbledon LTA Ballot entries (your details are only shared with the LTA if you are successful in obtaining tickets through the club ballot);

- Sharing of data with committee members to provide information about club activities, membership renewals and enable them to perform other club functions;
- Publishing of league and tournament results;
- Fulfilment of merchandise or other club orders.

Club communications

- Sending you club news via email;
- Sending you details of club events (sporting and social).

Training and competition entry

- Share data with club coaches or officials to administer team training sessions and club tournaments;
- Share data with club team captains to enter and participate in local leagues and events;
- Share data with LTA leagues, LTA county associations and other competition providers for events you have agreed to enter.

Funding and reporting purposes

- Anonymous data shared with a funding partner as condition of grant funding e.g. Local Authority, LTA, British Tennis, Sport England, National Lottery Sports Funding, etc.;
- Anonymous data to monitor club trends.

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.

We may send you information about our offers and about offers from carefully selected third parties by email or post if you have opted-in to receive this and provided us with appropriate contact details.

There are some communications, however, that we need to send you regardless of your marketing preferences, using appropriate contact details that you have provided to us, in order for us to fulfil our contractual obligations to you as a member of our Venue. Examples of these 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 any changes to club rules/policies, venue closures and holiday opening hours.
- Communications relating to club activities that you have expressed an interest in (and not withdrawn).

You are in control of how we communicate with you. You can update your choices and/or your contact details in your profile via our website (<https://clubspark.lta.org.uk/FairfordTennisClub>) or by contacting us at:

Email: fairfordtennismembership@gmail.com

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 Committee members, 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 (ClubSpark), LTA/British Tennis, Swindon & District Tennis League (LTA tournament software, for player details and match results).

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, legal/insurance and other 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. 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.

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 our Club Secretary:

- by email: fairfordtennis@gmail.com;
- by post: Fairford Tennis Club, c/o Fieldcroft, The Croft, Fairford, Gloucestershire, GL7 4BB

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.