

FEN DRAYTON TENNIS CLUB PRIVACY POLICY

The data protection manager for Fen Drayton Tennis Club is WG Wilson, Grange Cottage, Hilton, Cambs PE28 9NA w.wilson@imray.com

This privacy policy sets out how we use and protect any information that you give to us when you complete our annual membership form.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified on our membership form then you can be assured that it will only be used in accordance with this privacy statement.

In regard to its associated marketing activities Fen Drayton Tennis Club manage the customer data and are fully compliant with General Data Protection Regulations (GDPR).

Your privacy is of the highest importance to us, and we will never release your personal details to any third party without your express consent. When you complete a membership form certain personal information is collected from you (for example: your name, email address, phone number).

All such information is held in locked premises and on secure servers. Fen Drayton Tennis Club complies fully with all applicable data protection and consumer regulations, and will treat all your personal information as confidential. We may change this policy from time to time by updating this page and will notify you accordingly. This policy is effective from 01/05/2018

WHAT WE COLLECT

We may collect the following information:

- Name and surname
- Address
- Email address
- Phone number
- British Tennis Membership Status
- Juniors' date of birth

WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service and, in particular, for the following reasons:

- Internal record keeping.
- To improve our services.
- We may periodically send information which we think you may find interesting using the email address which you have provided.

- We may use the phone number provided to contact you in case of emergency to a family member.
- We may also use the phone number to contact you in case of last minute changes of circumstances at the club.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email.

CUSTOMER CONTACT POLICY

We would like to contact you about current and future activities at the club. We do this in various ways including email, phone and (in the future) social media, but only if you would like to receive our communications.

Your privacy is very important to us which is why we make sure you're always in control of what we do with your personal information.

This is our simple customer contact promise:

- We will never pass your personal details to any third party.
- We will only use your details to help personalise communications.

That means for example:

- News and information about the club
- Or simply, to get your feedback

We will make sure our contact with you is relevant based on the information you give us. You can opt out by ticking the option box on the membership form or at any time by contacting the secretary. We'll always comply with the Data Protection Act 1998 and GDPR.

11 April 2018

Reviewed 18 March 2022