



CODE OF CONDUCT AND BEHAVIOUR

General

As a member of the **Forest Hall Community Tennis Club**, you are expected to:

- Respect the rights, dignity and worth of others
- Be fair, considerate and honest in all dealing with others
- Be professional in, and accept responsibility for, your actions.
- Operate within the rules of the sport
- Do not use your involvement with the Forest Hall Community Tennis Club to promote your own beliefs, behaviours or practices where these are inconsistent with those of the Forest Hall Community Tennis Club
- Demonstrate a high degree of individual responsibility especially when dealing with persons under the age of 18 years, as your words and actions are an example
- Avoid unaccompanied and unobserved activities with persons under the age of 18 years, wherever possible
- Refrain from any form of harassment of others
- Refrain from any behaviour that may bring the Forest Hall Community Tennis Club into disrepute
- Provide a safe environment for the conduct of the activity
- Show concern and caution towards others who may be sick or injured
- Be a positive role model
- Understand the repercussions if you breach this code of conduct/ behaviour
- Casual clothing can be worn on court but you must wear correct tennis or training shoes



CODE OF CONDUCT

Players:

- Play by the rules
- Be a good sport. Applaud all good play whether made by your team or the opposition
- Participate for your own enjoyment and benefit, not just to please parents and coaches
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, race, cultural background or religion or sexual identity
- Treat all participants in your sport, as you like to be treated. Do not bully or take unfair advantage of another competitor
- Control your temper. Verbal abuse of other players, deliberately distracting or provoking an opponent is not acceptable or permitted behaviours in any sport
- Members must wear suitable kit for training and match sessions, as agreed with the coach
- Members must pay any fees for training or events promptly
- Members are not allowed to smoke on club premises or whilst representing the club at competitions
- Junior members are not allowed to consume alcohol or drugs of any kind on the club premises or whilst representing the club

When you take part in Team Competitions

- Work equally hard for yourself and/or your team. Your team's performance will benefit and so will you
- Cooperate with your coach, teammates and opponents. Without them there would be no competition
- Never argue with an official. If you disagree, have your captain, coach or manager approach the official during a break or after the competition



CODE OF CONDUCT

Coaches

- Remember that young people participate for pleasure and winning is only part of the fun
- Never ridicule or yell at players, whatever age
- Be reasonable in your demands on players' time, energy and enthusiasm
- Operate within the rules and spirit of tennis and teach your players to do the same
- Ensure that the time players spend with you is a positive experience
- Avoid overplaying the talented players; the just average need and deserve equal time
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage your players to do the same
- Show concern and caution toward sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people
- Any physical contact with a young person should be appropriate to the situation and necessary for the player's skill development
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, race, cultural background or religion or sexual identity



CODE OF CONDUCT

Parents and Guardians

As a **parent/guardian** of a player/participant in any activity held by or under the auspices of the Forest Hall Community Tennis Club you are expected to:

- Respect the rights, dignity and worth of every young person regardless of their gender, ability, race, cultural background or religion or sexual identity
- Encourage your child to learn the rules of tennis and play within them
- Remember that your child or children participate in sport for their own enjoyment, not yours
- Focus on your child's efforts and performance rather than winning or losing
- Never punish or ridicule at your child and other children for making a mistake or losing a competition
- Show appreciation for good performance and skilful plays by all players (including opposing players)
- Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under the age of 18 years, as your words and actions are an example
- Respect officials' decisions and teach children to do likewise
- Do not physically or verbally abuse or harass anyone associated with the sport (player, coach, umpire and so on)
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion
- Be a positive role model. Use correct and proper language at all times
- Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour
- Allow your child to play in the Mini Tennis colour stage that is appropriate to them. This will ensure they enjoy playing the game, develop skills and gain confidence
- **DO NOT** coach your child individually or enter the courts while your child is taking part in an individual or group coaching session



Internal Privacy Policy for Employees, Volunteers and Venue Officers

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the Controller is Forest Hall Community Tennis Club (the "Venue") of Rear of Springfield Community Centre, Springfield Park, Forest Hall, Newcastle upon Tyne, NE12 9AG.

About this document

This privacy policy explains how we collect, use and share your personal data, and your rights in relation to the personal data we hold. This privacy policy concerns our processing of personal data of employees, volunteers and Venue officers.

How we collect your information

We may collect your personal data in a number of ways, for example:

- from the information you provide to us when you interact with us by making an application to be a self-employed coach, a volunteer or other Venue position, for example when you come for an interview or when you submit a formal application to work for us and provide your personal data in application forms and covering letters, etc.;
- from third parties, for example your previous or current employers in relation to your application to work or volunteer for us;
- during the course of your engagement as a volunteer or officer with us, for example when you provide your contact details to our staff, when you or another member of staff completes paperwork regarding your performance appraisals, and as may be generated in connection with your role or other relationship with us more generally.

The types of information we collect

We may collect the following types of personal data about you (and your family members and 'next of kin', where relevant):

1. Contact and communications information, including:
 - your contact details (including email address(es), telephone numbers and postal address(es));

- contact details (through various means, as above) for your family members and 'next of kin';
- records of communications and interactions we have had with you.

2. Biographical, educational and social information, including:

- your name, title, gender and date of birth;
- your image and likeness, including as captured in photographs taken for business purposes;

3. Work-related information, including:

- details of your work history and references from your previous employer(s);
- your personal data captured in the product(s) you create while engaged by us;
- details of your professional activities and interests;
- your involvement with/membership of industry bodies and professional associations;

4. Any other information relevant to your volunteering or other engagement with us.

We may also collect special categories of data, (and criminal convictions and offences data) including:

- information revealing your racial or ethnic origin (for example, recording a self employed coaches or volunteer's racial or ethnic origin in order to monitor our compliance with equal opportunities legislation);
- information concerning your health and medical conditions;
- information concerning other characteristics such as sexual orientation (for example, in the course of investigating complaints made by you or others, for example concerning discrimination); and
- information about certain criminal convictions (for example, where this is necessary for due diligence purposes, or compliance with employment law),

where this is necessary for your engagement with us or to volunteer with us.

How we use your information

The purposes for which we may use personal data (including special categories of personal data and criminal convictions and offences data, where applicable) we collect in connection with your self-employment or other engagement with us include:

- administering self-employed or volunteer applications and, where relevant, offering you an opportunity with us;
- carrying out due diligence checks on you during the application process for a role, including by checking references in relation to your education and your employment history;
- contacting you or your family members and 'next of kin' for business continuity purposes, to confirm your absence from the venue, etc.;
- for security purposes, including by operating security cameras in various locations at our premises;

- for preventing and detecting crime, and to investigate complaints and grievances;
- dealing with legal claims and requests, including those made under data protection law, or requests for disclosure by competent authorities;
- external and internal audit and record-keeping purposes;
- sharing your personal data with the LTA, county tennis associations and other venues for reasonable purposes in connection with the operation of the Venue.

The basis for processing your information

We may process your personal data for the above purposes because:

- it is necessary for our or a third party's legitimate interests. Our "legitimate interests" include our reasonable interests in the operation of the Venue, in accordance with all relevant legal requirements;
- it is necessary to protect your or another person's vital interests (in certain limited circumstances, for example where you have a life-threatening accident or illness at the venue and we have to process your personal data in order to ensure you receive appropriate medical attention);
- it is necessary for the establishment, exercise or defence of legal claims (for example, to protect and defend our rights or property);
- we have your specific or, where necessary, explicit consent to do so (in certain limited circumstances, for example where you provide details of your racial or ethnic origin so that we can monitor our compliance with equal opportunities legislation);
- for compliance with our legal obligations (e.g. to exercise or perform any right or obligation conferred or imposed by law in connection with volunteering, self-employment or for the prevention and detection of crime, and in order to assist with investigations (including criminal investigations) carried out by the police and other competent authorities).

Sharing your information with others

We may share your personal data with certain third parties for the purposes set out in this privacy policy. We may share some personal data with third parties including:

- other volunteers, agents and contractors where there is a legitimate reason for their receiving the information, including third parties where we have engaged them to process data on our behalf.;
- internal and external auditors and legal advisers;
- when we are legally required to do so (by a court, government body, law enforcement agency or other authority of competent jurisdiction), for example by HM Revenue and Customs;
- to the LTA and county tennis associations.

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 self-employment, volunteer and officer data this means we keep it for as long as you have an active self-employment, volunteer or officer relationship with us and for a reasonable period thereafter for accounting, tax reporting, record-keeping and legal reasons.

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 information (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.

If you have given your consent and you wish to withdraw it, please contact the Club Secretary, using the contact details set out below.

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 rights, you may contact the Club Secretary:

- by email: fhctc@outlook.com;
- by telephone: 0191 2599862;
- or by post: FHCTC, Rear of Springfield Community Centre, Springfield Park, Forest Hall, Newcastle upon Tyne, NE12 9AG [●].

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 legislation from the Information Commissioner's Office website available at www.ico.org.uk.