

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Hale Lawn Tennis Club (the "Venue") of Park Avenue, Hale, Cheshire, WA15 9DL.

About this document

Hale LTC will respect any personal data you share with us and keep it safe. We aim to be clear when we collect your personal information and not do anything you wouldn't reasonably expect. This Privacy Statement explains how we will process personal data fairly and lawfully.

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 or renew membership whether on our website or otherwise, when you make enquiries on our website, when you provide information via our floodlit 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 the following types of personal data about you:

- Contact and communications information, including email address(es), postal address, telephone numbers
- Date of birth
- Playing standard
- British tennis membership number
- Records of communications and interactions we have had with you
- Financial payment records;
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings or making use of other Venue facilities)
- Records of till transactions and CCTV footage in the bar area and storeroom if you request access to the bar and have a bar-enabled fob

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 or a course/camp.

We collect certain personal data of members by them inputting that data onto systems accessed through our website and would request members to input and to maintain the accuracy of their data collected in that manner.

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:

- informing you about court / facilities opening hours;
- informing you about club rules and guidelines
- taking payment of membership fees;
- Communication about our Venue activities that we think may be of interest to you;
- Fulfilment of orders for goods and services, including court bookings;
- Administration of the Wimbledon ballot;

where this is 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;
- Promoting our Venue and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organisers of tennis events) where we think this will be of interest to you;

Email communications

We use a regular email bulletin to keep our members informed about news and events which may be of interest to you as a member of a tennis club and in order to administer your membership, for example subscription renewal notices.

Our email bulletin is sent out via a third party email service provider called MailChimp. Your email address is securely stored by MailChimp for the purposes of maintaining our mailing list. You can opt out of these communications at any time by using the unsubscribe link in the email or by emailing tennis@haleltc.org.uk.

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 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 and MailChimp, our email services provider.

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).

CCTV footage and till records will be kept for a maximum of three years.

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, please email tennishaleltc@gmail.com