



# Herne Bay LTC Privacy Policy

For the purposes of the General Data Protection Regulation and UK data protection laws, the controller is Herne Bay Lawn Tennis Club, at Herne Bay Sports Hub, Parkland Road, Herne Bay, Kent, CT6 5DN

## 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 provide information via the venue's club management software/court booking system (ClubSpark)
- When you interact with us during your time as a member in various other ways such as playing for our teams, signing up for a course or coaching.
- From someone else who has applied for membership on your behalf such as 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 details for communication purposes including email address, telephone numbers and postal address and records of communications and interactions we have had with you.
- Financial information, including Direct Debit details;

## 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.



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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;
  - taking payment of membership fees;
- Fulfillment of orders for services such as court bookings;
- Administration of the Wimbledon ballot;
- Where this is necessary for honouring 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;
- Communication about our venue activities that may be of interest to you;
- Sharing with other teams for club team members playing in matches.
- Storing your details on the software platform we use for our online venue member management database / court booking system (ClubSpark). 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);

## Your marketing preferences

We will always respect your wishes as regards the type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we will need to send you regardless of your marketing preferences in order for us to fulfill our contractual obligations to you as a member of our venue. Examples of these essential service communications are:



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- 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 venue closures, holiday opening hours and special events.

You are in control of how we communicate with you. You can update your choices and/or your contact details on ClubSpark.

## 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 volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- Our coaches and any provider of membership management services.
- Other club captains if you choose to play team tennis in interclub matches.

## How long your information is kept

We keep your personal data only for as long as necessary depending on the purpose we use it for. For most membership data, this means we retain it for so long as you have a valid venue membership and for a period of up to a year after your membership lapses and 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.
- Correct the personal data that we hold for you on ClubSpark at any time.



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- 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 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 us:-

- by email:
- by telephone:

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](http://www.ico.org.uk)