

## **LEATHERHEAD TENNIS CLUB LIMITED: PRIVACY POLICY FOR MEMBERS**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Leatherhead Tennis Club Limited of Cannon Grove, Fetcham, Surrey KT22 9LS.

### **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 club. It takes effect from May 25<sup>th</sup> 2018.

### **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 any club management software (none in use in 2021) or via the 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 or a social event);
- 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 club).

### **The types of information we collect**

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Age / date of birth for junior, student and young adult members;
- Certain other information which you volunteer when making use of your membership benefits.
- Where you wish us to have this, emergency contact details.

For junior members, we may also collect data about health or medical conditions, where this is volunteered, for example so that we can cater for when they play, attend a social event or course/camp.

### **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 club membership, including:
  - informing you about court / facilities opening hours;
- Payment of membership fees;
- Fulfilment of orders for goods and services, including court bookings.

Where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you:

- Communication about club activities that we think may be of interest to you;
- Communication about the management of the club;
- Research and statistical analysis about who is playing tennis at our club;
- Storing your details on the software platform we use for our member database, our communications system and our online court booking system. Please note that your own use of these systems is subject to the Terms and Conditions and Privacy Policy published by the supplier.

Where this is necessary for our legitimate interests (for example in increasing use of our club facilities, raising funds, promoting a sense of club community, and increasing participation in the game generally):

- Communication of social and membership events or member news that we think will be of interest to members and of benefit to the club;
- Seeking feedback from you on the operation of the club;
- Promoting our club and occasionally promoting goods and services of relevant third parties (for example, clothing / equipment suppliers, operators of coaching courses, and organisers of tennis events) where we think this will be of interest to you.

Where this is necessary for our legitimate interests (or the legitimate interests of a relevant third party), and/or where we have your consent, as applicable:

- Facilitating communication between members as part of a tournament;
- Facilitating the operation of local club tennis leagues.

### **Your marketing preferences**

As a not-for-profit club run by unpaid volunteers, we ask our members to accept email as the cost-effective and timely way of communicating with members. We do not deliver the communications described above by post, phone or text message. Members are asked to provide their written agreement to receive our email communications when joining (new members) or when renewing.

Where you have signed up for an event or activity, use of telephone or text or other communications, e.g. WhatsApp, may be needed where participation levels or weather conditions necessitate providing or receiving information at short notice.

You can let us know any concerns you have about our communications and/or discuss your marketing preferences. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a member of our club. Examples of these essential service communications are:

- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about court closures and operations during holiday periods.
- Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).

- You can discuss our communications with us and/or update your contact details by contacting us at:

- Email: [trudy-ltcmembership@outlook.com](mailto:trudy-ltcmembership@outlook.com)
- Post: Leatherhead Tennis Club, Cannon Grove, Fetcham, Surrey KT22 9LS.

## Sharing your information with others

Within the club, certain of our club officers hold contact and membership details for the purposes of administering your membership, giving you access to the membership benefits to which you are entitled and to ensure the effective running of the club. We keep this information secure and do not store it at the clubhouse or on the club website.

With the exception of contact details for Committee Members, we do not display member details within the clubhouse. Our system based general emails are sent as blind copies so that our mailing list is not made available to other recipients.

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 coaches and their companies
- Our suppliers of membership management services, e.g. ClubSpark and Mailchimp
- Where applicable, e.g. to facilitate the arrangement of matches, with local tennis leagues, e.g. Dorking and Leatherhead League, Wilsons Surrey League, Chaucer League, Aegon / junior leagues.
- Where applicable, e.g. to complete purchases or event participation that you have requested, with other third parties and contractors, e.g. our supplier of club branded clothing, Ray Lewis Ltd.

## 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 club membership and for a period of 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.
- 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 Trudy Mapstone, our Membership Secretary who is also our data administrator:

- by email: [trudy-ltcmembership@outlook.com](mailto:trudy-ltcmembership@outlook.com)
- by post: Leatherhead Tennis Club, Cannon Grove, Fetcham, Surrey KT22 9LS.

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).

Leatherhead Tennis Club Ltd  
November 2021