



Lowestoft Town Tennis Club Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Lowestoft Town Tennis Club (LTTC) of Denes Oval, The Ravine, Lowestoft, NR32 1UX.

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 Lowestoft Town Tennis Club.

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, or when you interact with us during your time as a member in various other ways (for example, when you enter a tournament/competition, renew your membership, sign up for an activity, coaching session, social or fund raising 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, from details of your British Tennis Membership or where the LTA passes on your details to us in connection with a complaint or query you have raised about LTTC).

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);
- Financial information, including Direct Debit details.

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 or assist you if necessary, when you attend a club playing session, activity, coaching session/event or when playing matches.

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 LTTC membership, including:
 - informing you about court/venue opening hours;
 - taking payment of membership fees;
- Fulfilment of orders for goods and services;
- Administration of the Wimbledon ballot;

i.e. 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 at LTTC;
- Communication about LTTC activities that we think may be of interest to you, such as tournaments, fund raising and league events;
- Storing your details on the Club website (www.pitchero.com/clubs/lowestofttown tennis) we use for our online LTTC team management and communication database. 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. When a user registers on the pitchero website, it is up to the user what information they share with the 'Team Admins' for the website;

i.e. where this is necessary for our legitimate interests (for example in increasing use of LTTC's facilities and participation in the game generally);
- Promoting LTTC 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, but subject to your marketing preferences (see below);

i.e. where this is necessary for our legitimate interests (or the legitimate interests of a third party), and/or where we have your consent, as applicable.
- Any health/medical information you have voluntarily provided to LTTC will be safely stored and will only be used so that we can cater for you or assist you if necessary, when you attend a club playing session, activity, coaching session/event or when playing matches.

Your marketing preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. 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 LTTC. Examples of these essential service communications are:

- 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 any venue closures.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Telephone: 07542 165867

Email: lowestoft_tennis@btinternet.com

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 and coaches, for the purposes of administering your membership and giving you access to the membership benefits, such as playing in league teams and participating in activities and events.
- Any health/medical information you have voluntarily provided may be shared with coaches and Team Captains unless you have indicated otherwise on your membership application form or subsequently through your rights set down below.
- Tennis leagues for the purposes of registering players.

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 LTTC membership and for a period of 2 years (or shorter if you request) after your last interaction with us (for accounting 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 rights identified in this policy, you should contact LTTC:

- by email: lowestoft_tennis@btinternet.com;
- by telephone: 07542 165867;

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.