



Teem Tennis Coaching



Privacy Policy

1. INTRODUCTION

This privacy notice provides you with details of how we collect and process your personal data through your use of our site

<https://clubspark.lta.org.uk/TeeMCoaching>, including any information you may provide through our site when you book on a course, lesson, or service or if you send us an email or text or give us a call, or when you sign up to our newsletter or take part in a prize survey, draw or competition.

Children

For children under the age of 18 years we will obtain consent to hold information from whoever holds parental responsibility for the child. We will obtain and only utilise the contact details for the person with parental responsibility, we will not contact the child directly.

2. WHO ARE WE?

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws **Teem Tennis Coaching** is the data controller and we are responsible for your personal data (referred to as "we", "us" or "our" in this privacy notice).

Contact Details:

Name: Teem Tennis Coaching

Email address: teem.tenniscoaching@gmail.com

It is particularly important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at teem.tenniscoaching@gmail.com

3. WHAT DATA DO WE COLLECT ABOUT YOU?

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may process certain types of personal data about you as follows:



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- Identity Data may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.
- Contact Data may include your billing address, delivery address, email address and telephone numbers.
- Financial Data may include your bank account and payment card details.
- Transaction Data may include details about payments between us and other details of purchases made by you.
- Technical Data may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- Profile Data may include your username and password, purchases or orders, your interests, preferences, feedback and survey responses.
- Usage Data may include information about how you use our website, products and services.
- Marketing and Communications Data may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.

We may also process Aggregated Data from your personal data, but this data does not reveal your identity and as such is not personal data. An example of this is where we review your Usage Data to work out the percentage of website users using a specific feature of our site. If we link the Aggregated Data with your personal data so that you can be identified from it, then it is treated as personal data.

Sensitive Data

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health or medical (except consented information for emergency purposes) and genetic and biometric data.

We do not collect any information about criminal convictions and offences.



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We require your explicit consent for processing sensitive data, so when you submit your details, we will send you a further communication asking for you to confirm your consent to this processing.

Where we are required to collect personal data by law, or under the terms of the contract between us and you do not provide us with that data when requested, we may not be able to perform the contract (for example, to deliver goods or services to you). If you do not provide us with the requested data, we may have to cancel a course or lesson booking, product, or service you have ordered but if we do, we will notify you at the time.

4. HOW AND WHY DO WE COLLECT INFORMATION ABOUT YOU?

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 the Venue's club management software or 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 other organisations such as the Clubspark;HADTL;YLTA or LTA (for example, where the LTA passes on your details to us in connection with the Wimbledon ballot, or venue registration.)

From publicly available sources.

From when we generate it ourselves.

Set out below is a description of the ways we intend to use your personal data and the legal grounds on which we will process such data. We have also explained what our legitimate interests are where relevant.

We may process your personal data for more than one lawful ground, depending on the specific purpose for which we are using your data.



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Please email us at teem.tenniscoaching@gmail.com if you need details about the specific legal ground, we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of Data	Lawful basis for processing
<p>To manage and process any bookings you make including:</p> <ul style="list-style-type: none"> • Manage payments and direct debits. • Allocate you to the right session or course. • Collect and recover money owed to us. 	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Financial Data; • Marketing Data 	<ul style="list-style-type: none"> • Performance of a contract with you; • To collect money owed to us. • Consent - in respect of your marketing preferences.
<p>To respond to an enquiry made by you, whether via the website, over the phone, by email, social media or by post.</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Transaction Data. 	<ul style="list-style-type: none"> • To respond to your enquiry and provide you with the information requested regarding our business and services.
<p>To provide you with marketing information regarding our services.</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Marketing Data. 	<ul style="list-style-type: none"> • Consent. • Legitimate interests, where legally permitted to do so to promote our business - for example, we may send you direct marketing information telling you about events that might be of interest to you. <p>If you decide that you do not wish to receive such mailings, please see section 7 below.</p>
<p>Organise competitions and events</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Financial Data; • Marketing Data 	<ul style="list-style-type: none"> • Performance of a contract with you; • To collect money owed to us. • Consent - in respect of your marketing preferences.
<p>To enable you to partake in a prize draw, competition or complete a survey.</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Marketing Data. 	<ul style="list-style-type: none"> • Performance of a contract with you; • Necessary for our legitimate interests, to study how customers use our services and to grow our business.



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Purpose/Activity	Type of Data	Lawful basis for processing
To log, report and respond to any incidents that have happened during provision of our services and to make coaches/venues aware of any health or safeguarding matters in relation to any children attending sessions.	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Health Data. 	<ul style="list-style-type: none"> • Compliance with a legal obligation; • Explicit consent. • Vital interests.
To send communications required by law or which are necessary to inform you about our changes to the services we provide you. For example, updates to this Privacy Policy.	<ul style="list-style-type: none"> • Identity Data; • Contact data. 	<ul style="list-style-type: none"> • Necessary to comply with a legal obligation.
To use data analytics to improve our website, customer relationships and experiences.	<ul style="list-style-type: none"> • Technical Data 	<ul style="list-style-type: none"> • Necessary for our legitimate interests, to define types of customers, to keep our website updated and relevant to develop our business and to inform our marketing strategy.
To take photographs during our sessions.	<ul style="list-style-type: none"> • Identity Data 	<ul style="list-style-type: none"> • Consent.

If we require your information for the purposes of performing a contract with you and you fail to provide this information, or if the information you provide is not accurate, we may not be able to perform the contract we have or are trying to enter with you.

You warrant that any information you supply to us is accurate and up to date, that you will inform us if any such information requires updating, and that if you submit a third party's details to us you have that third party's permission to do so.

We will not sell any of your personal data to any third party.



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5. HOW WE USE YOUR PERSONAL DATA?

We will only use your personal data when legally permitted. The most common uses of your personal data are:

- Where we need to perform the contract (WRITTEN OR VERBAL) between us.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal ground for processing your personal data, other than in relation to sending marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by emailing us at teem.tenniscoaching@gmail.com

6 PURPOSES FOR PROCESSING YOUR PERSONAL DATA

Set out below is a description of the ways we intend to use your personal data and the legal grounds on which we will process such data. We have also explained what our legitimate interests are where relevant.

We may process your personal data for more than one lawful ground, depending on the specific purpose for which we are using your data.

Please email us at teem.tenniscoaching@gmail.com if you need details about the specific legal ground, we are relying on to process your personal data where more than one ground has been set out in the table below.

You can ask us or third parties to stop sending you marketing messages at any time [by logging into the website and checking or unchecking relevant boxes to adjust your marketing preferences] OR [by following the opt-out links on any marketing message sent to you or] OR by emailing us at teem.tenniscoaching@gmail.com at any time.

Where you opt out of receiving our marketing communications, this will not apply to personal data provided to us because of a product/service purchase, warranty registration, product/service experience or other transactions.



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Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to find out more about how the processing for the new purpose is compatible with the original purpose, please email us at teem.tenniscoaching@gmail.com

If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

7. DISCLOSURES OF YOUR PERSONAL DATA

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above:

- Other companies in our group who provide IT and system administration services and undertake leadership reporting.
 - Service providers who provide IT and system administration services.
 - Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
 - HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
 - Third parties to whom we sell, transfer, or merge parts of our business or our assets.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.



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8. INTERNATIONAL TRANSFERS

We do not transfer your personal data outside the European Economic Area (EEA).

9. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data.

They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

10. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We continuously review the data we keep determining the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. We will securely delete any data we do not require or is out of date.

By law we must keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.



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In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

11. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at teem.tenniscoaching@gmail.com

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.



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We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a few requests. In this case, we will notify you and keep you updated.

12. THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

13. COOKIES

A cookie is a small file which is placed on your computer's hard drive as part of the internet browser software. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. [WordPress](#), the software that runs this website, may also use cookies when you comment on a blog post to identify you on return visits. We do not use this information for any other reason.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

14 WHAT IF I WANT TO COMPLAIN ABOUT HOW, YOU ARE HANDLING MY INFORMATION?



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You have the right to lodge a complaint if you have any concerns regarding the way in which we process your personal data.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you. Please contact us in the first instance by emailing us at teem.tenniscoaching@gmail.com

Teem Tennis Coaching may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25 May 2018.