

NEEDINGWORTH TENNIS CLUB

General Data Protection Regulation Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the data controller is the GDPR officer at Needingworth Tennis Club. ClubSpark acts as a Data Processor on behalf of the NTC and this is where the data is held and protected.

1. 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.

2. We collect your personal data in the following ways:

- a. 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)
- b. 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)
- c. 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)

3. The types of personal data about you we collect are:

- a. 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).
- b. Financial information, including Direct Debit details.
- c. Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings).
- d. We may also collect data about your health or medical conditions, where you have volunteered this, for example when attending cardio tennis which requires medical self-declaration and, so that we can cater for you when you attend a venue social event such as the annual quiz night or a course/camp.

4. 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. Examples of how we will use your personal data are:

- Administration of your venue membership

- Informing you about court / facilities opening hours
 - Taking payment of membership fees
 - Where it 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
 - Communication about our activities that we think may interest you
 - Administration of coaching courses
5. Stored information on the database will be used where necessary for our legitimate interests (for example in increasing use of our venue's facilities and participation in the game generally),
6. 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 for us to fulfil our obligations to you as a member of our Club such as:
- a. Records of transactions, such as payment receipts or Direct Debit confirmations.
 - b. Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about venue closures and holiday opening hours.
 - c. Coaching notifications for both members and non-members.

However, you are in control of how we communicate with you. You can update your choices or contact details by emailing info@needinghamworthtennis.co.uk

7. We do not sell or share your personal data, which includes group coaching details which is retained on ClubSpark. All data obtained by the coach for non-members (e.g., such as individual lessons) are to be controlled by the individual coaches concerned in line with GDPR regulations. The coach can share this data with the club as long as permission is granted by the individual concerned.
8. 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).
9. Under certain circumstances, by law you have the right to:
- a. 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.

- b. 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.
- c. 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).
- d. 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 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.
- e. 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).
- f. 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.
10. 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 at info@needingworthtennis.co.uk
11. 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.