



*Reedham Park
Tennis Club* Est. 1908

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@ReedhamParkTennisClub

PRIVACY POLICY

This Policy describes our current practices with regard to your Personal Information collected for club purposes

As a result of changes in the law and technology, our practices will change over time. When this happens, we will post the changes on our website as soon as is practicable and, therefore, we encourage you to check the site frequently. We will always deal with your Personal Information fairly and in accordance with your instructions.

The General Committee, Board members and members of Reedham Park Tennis Club who have access to Personal Information will be expected to read and comply with this policy. They will be personally responsible for processing and using Personal Information in accordance with The General Data Protection Regulations (GDPR).

WHAT PERSONAL DATA DOES REEDHAM PARK SPORTS CLUB COLLECT?

The information on members that we routinely collect includes a member's name, address, date of birth, BTM number, email address and telephone number. We also collect financial information, when volunteered, for the purpose of renewing subscriptions.

We may also collect data about your health or any medical conditions about which we should be aware, only if you have shared this information with us, when attending club events or a course/camp.

We collect contact data directly from our members when they join the Club, and it is updated as and when members inform us of any changes.

On occasion, we may also take your photograph at a club event for use on our website, social media pages or marketing material.

WHAT IS THIS CONTACT DATA USED FOR?

We use this data for the following:

- The administration of your membership.
- Contacting you with information pertinent to your membership or application for membership and details of events and other matters which we think will be of interest to you.
- The organisation of events and publicity post event.

- The organisation of club tournaments and matches against other clubs.
- Marketing such as leaflets, Facebook and Club website.
- Internal use to help us improve our services and to help resolve any problems.
- Managing and running our online membership database / court booking system. 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. We current use the LTA Clubspark portal run by Sportslabs.

WHO IS YOUR DATA SHARED WITH?

Personal data collected and processed by us may be shared with the following where necessary:

- The General Committee/Board members, Reedham Park Tennis Club coaches and Reedham Park Tennis Club Members for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- Some of your data may be shared with the Lawn Tennis Association ('LTA') if you partake in team tennis (e.g. Summer and Winter League Tennis)
- The provider of our membership management services. We currently use Clubspark portal run by Sportslabs.

Your data will never be sold to any other organization or shared with other 3rd parties. Information will only be disclosed to other parties if we are legally obliged to do so in accordance with the law.

HOW IS YOUR CONTACT DATA STORED?

Personal data can be held on computers, laptops, mobile devices or in a manual file. This will include emails, texts messages, minutes of meetings and photographs.

1. Your data is collected and stored via the Clubspark portal by Sportslabs. Both the LTA and Sportlabs confirm that they will process your personal data in accordance with the Data Protection Act 1998. The LTA, Sportlabs and the Court Provider may process your personal data to provide the ClubSpark Portal, process the Purchase and administer the Venue Membership services (as applicable) and for any other purpose you agree to. Your financial information (bank account and Direct Debit details) will not be stored by Sportlabs. Sportlabs use a payment service provider who has been audited by a PCI-certified auditor, and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available.
2. Your data is stored in an Excel Database that is password protected under the responsibility of the Club Membership Secretary.
3. Any data that is shared with The Board/Committee Members and other Reedham Park Tennis Club members will be kept in a system that is password protected.

4. Printed paper contact sheets are available to all members in the clubhouse. These sheets do not contain a member's home address but lists a member's telephone number and email address.

WHO IS RESPONSIBLE FOR ENSURING COMPLIANCE WITH THE RELEVANT LAWS AND REGULATIONS?

In accordance with GDPR we do not have a statutory requirement to have a Data Protection Officer. The responsibility for ensuring that the Club discharges its obligations under GDPR is jointly shared by the Chairperson of the Board and the Chairperson of the General Committee.

WHAT IS THE LEGAL BASIS FOR COLLECTING THIS DATA?

The Club collects personal data that is necessary for the purposes of its legitimate interests as a membership organisation.

HOW CAN YOU CHECK WHAT DATA WE HAVE ABOUT YOU?

If, at any time, you wish to see the basic membership data held for you, you should contact the Club's Membership Secretary in the first instance.

You can contact us with a "Subject Access Request" to ask us to provide to you any other information we hold about you. If you are interested in any particular aspects, specifying these will help us to provide you with what you need quickly and efficiently. We are required to provide this to you within 20 business days (i.e. 1 calendar month).

DOES THE CLUB COLLECT ANY "SPECIAL DATA"?

GDPR refers to sensitive personal data as "special categories of personal data". We may also collect data about your health or any medical conditions about which we should be aware, only if you have shared this information with us, when attending club events or a course/camp.

We do not collect any other categories of special data.

HOW CAN YOU ASK FOR DATA TO BE REMOVED, LIMITED OR CORRECTED?

There are various ways in which you can limit how your data is used.

- You may choose to maintain your membership of the Club with your correct name but with limited contact details. However, we do need to have at least one method of contacting you.
- You may choose to have your name and contact details removed from the printed lists in the clubhouse.
- You may choose not to receive information emails from the Club (we do not send any out on behalf of other organisations).

Any of these options can be implemented for your club membership by contacting the Club's Membership Secretary.

HOW LONG DO WE KEEP YOUR DATA AND WHY?

We keep this information for as long as you remain a member of the club and for a period of 3 years after you leave, unless you instruct us otherwise. We will keep your data for 3 years to provide details of club events, coaching and membership offers.

Historical match results, competition winners, prize lists etc are required for archiving purposes and names cannot be removed from them.

Other data, such as that relating to accounting or personnel matters, is kept for the legally required period.