

PRIVACY POLICY

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Ross Tennis Centre, Walford Road, Ross on Wye, Herefordshire HR9 5AR

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 how we use your data as a member of our tennis venue.

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 online, 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 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)

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)
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings or making use of other Venue facilities)
- 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 when you attend a Venue social event or a course/camp.

CCTV

There is a separate CCTV policy available to view on the website.

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 Venue membership
- Informing you about court/facilities opening hours, coaching courses or special events
- Fulfilment of orders for goods and services, including court bookings
- Administration of the AELTC Wimbledon ballot; 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 in our Venue
- Communication about our Venue activities that we think may be of interest to you

- Storing your details on the ClubSpark software platform we use for our online Venue member management database/court booking system. Please note that your own use of the ClubSpark platform is subject to their own Terms and Conditions and Privacy Policy published on the RTC website
- where this is necessary for our legitimate interests (for example in increasing use of our Venue's facilities and participation in the game generally)

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 our Venue.

Examples of these essential service communications are:

- Records of transactions, such as payment receipts.
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about venue closures and holiday opening hours.

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 committee members, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- Our contractors and suppliers, including coaches and any provider of membership management services.

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 as long as you have a valid Venue membership and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your rights

You have the right to request a copy of the information which we hold about you. If you would like a copy of this information please email us on info@rosstenniscentrecic.org.uk. The information will be sent to you by email. Alternatively, you can log in to the RTC ClubSpark system and view your Contact Details and Profile.

We wish to ensure that your personal information is up to date so please ask us to correct or delete any information that you think is inaccurate. In relation to members under the age of 16, the tennis centre will communicate with their parents/guardians with regard to this privacy policy.

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 us on info@rosstenniscentrecic.org.uk.

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.