



Privacy Policy

Introduction

For the purpose of the General Data Protection Regulation ("GDPR") and UK Data Protection Laws, (The "Controller") is Tennis Buddies (The "Venue") is Bainland Park, Horncastle Road, Woodhall Spa, LN10 6UX.

Under the above laws we need to provide you with certain details concerning how your personal data will be used and protected.

Tennis Buddies take the protection of the data we hold about you as a member seriously and are committed to respecting your privacy. This notice explains how we may use the personal information we collect and how we comply with the law on data protection along with a summary of your rights.

Categories of Personal Data Held

- ✓ Name and date of birth;
- ✓ Contact details;
- ✓ Emergency contact details;
- ✓ Sporting experience information;
- ✓ Video/Photography agreement;
- ✓ Imagery / photographs;
- ✓ Participation agreement;
- ✓ Records of communications and interactions we have with you;

Financial information including bank/credit card details. These are not held by us but are collected by third party payment processors who specialise in the secure online capture of credit/debit card transactions and are responsible for complying with data protection legislation.

Special Category Data

In order to provide the services to you as a member safely, it is necessary for Tennis Buddies to hold the following special category data:

- ✓ Medical/specific requirements information;
- ✓ Disability information;
- ✓ Criminal Record Check details;

Your consent is sought at the commencement of membership to both provide and for Tennis Buddies to hold and retain this information in order to ensure that your health, safety and wellbeing is protected at all times.

Sources of Personal Data

Tennis Buddies obtain personal data from a variety of sources including:

- ✓ Directly from you when registering to join the club or when signing up to events and activities at the club via our club management system;
- ✓ From someone else who has applied for membership or booking details on your behalf (e.g. club coaches, junior co-ordinators or family member/friends who have provided us with your details specifically for that purpose);
- ✓ From general email and phone enquiries;
- ✓ From the Lincolnshire Tennis Association or Lawn Tennis Association (for example, where the LTA passes on your details to us in connection with a complaint or query you have raised, or in relation to an LTA sponsored event or programme);
- ✓ When conducting membership and feedback surveys about the services we are providing.

Automated Decisions

Tennis Buddies will not use profiling or make any automated decision using your personal data.

Purpose of Holding Personal Data



Tennis Buddies will process personal data for:

- ✓ Managing membership subscriptions and renewals;
- ✓ Managing member contact details and enabling members to contact each other when organizing teams and matches;
- ✓ Administering bookings and attendance at sport sessions;
- ✓ Dealing with medical needs/specific requirements;
- ✓ Supporting the delivery of sport and fitness sessions;
- ✓ Training and running competitive events;
- ✓ Reporting of participation and any incidents and of figures and trends (including equality and inclusion information);
- ✓ Quality and improvement monitoring;
- ✓ Safeguarding purposes;
- ✓ Keeping you informed about coaching activities and events at Tennis Buddies;
- ✓ Administering the Wimbledon ballot;
- ✓ Storing your details on the software platforms we use via our clubspark database / court booking system; (Please note that your own use of that system is subject to the Terms and Conditions and Privacy Policy published on the system's website).

Disclosing of Data

Tennis Buddies do not sell your personal data for other organizations to use. We will however, share your data for the proper administration of your business with Tennis Buddies.

Therefore, personal data collected and processed by us may be shared with the following third parties, where necessary:

- ✓ The Lawn Tennis Association or Lincolnshire Tennis Association for safeguarding matters;
- ✓ Coaches and other volunteers for administrating training sessions/match;
- ✓ Other members for the proper purposes of organising leagues and matches;
- ✓ Volunteers who work at other school tennis clubs/venues to support the delivery of sessions and Lincolnshire Tennis Leagues;
- ✓ The Lincolnshire Tennis Association or Lawn Tennis Association for details of Directors and volunteer roles at the club to fulfil the requirements for annual governing body registration;
- ✓ Third party service providers for sending mailings e.g. Campaign Monitor and Mailchimp;
- ✓ Payment Processing Services (such as Go Cardless).

CCTV

Tennis Buddies utilise CCTV throughout Tennis Buddies.

All CCTV recordings are processed in accordance with provisions of data protection laws and other relevant legislation. The use of CCTV monitoring is for the purposes of security, crime prevention and detection, it also aids in monitoring the Health & Safety of all members when playing tennis.

Information captured by CCTV will usually be images of individuals, location information or information relating to property such as buildings and vehicle details.

Information captured by CCTV will be retained for a maximum period of 6 months. You have the right to request a copy of any CCTV that may store images of you.

Legal Basis

The legal basis for the collection and processing of your personal data is:

- ✓ Administration and programme delivery – where it is necessary to fulfil the contract that you are going to enter into or have entered into with Tennis Buddies;
- ✓ Dealing with medical needs: – where Tennis Buddies have your explicit consent or it is in your vital interests;



- ✓ In all other cases: where it is necessary for our legitimate interests (to enable members to engage appropriately with our venue and activities and to increase participation in tennis) and it does not prejudice or harm your rights and freedoms.

Location Personal Data

Tennis Buddies will keep your personal data within the European Economic Area.

Duration of Holding Data

Tennis Buddies will not retain your personal data for longer than is reasonably necessary for the purposes for which it was collected.

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).

For non-members we shall retain your personal data for up to 2 years after your last interaction.

Your rights in respect of your personal data

You have the right of access to your personal data and, in some cases, to require us to restrict, erase or rectify it or to object to our processing it, and the right of data portability.

If you wish to access your data, please make your request in writing using the contact details below.

Your request will normally be acknowledged, actioned and responded within 24 hours (unless it is unusually complex in nature).

Right to Withdraw Consent

Where you have given your consent to any processing of personal data, you have the right to withdraw that consent at any time. If you do, it will not affect the lawfulness of any processing for which Tennis Buddies had consent prior to your withdrawing it.

You can update your marketing consents in your profile area of the clubspark management system found at www.clubspark.lta.org.uk/tennisbuddies and by unsubscribing from email marketing. To do this, click on unsubscribe at the end of our marketing emails.

Alternatively, you can contact us directly (see below).

Contact Details

Data Protection Officer: David Williams

email: racketwise@hotmail.com

phone: 07984 530777

website: www.clubspark.lta.org.uk/tennisbuddies

Complaints

If you have any concerns or complaints about how Tennis Buddies are handling your data in the first instance please contact the Data Protection Officer using the contact details above.

If you are not satisfied having raised any concern with regards to the use of personal data, you have the right to contact the Information Commissioner's Office, website: www.ico.org.uk.