



Data Protection Policy

This policy ensures that Tennis Squad:

- Complies with data protection law and follows good practice
- Protects the rights of clients and coaching team members
- Is open about how it stores and uses individuals' data
- Protects itself from the risks of a data breach

Policy Scope

This policy applies to the registered office of Tennis Squad plus coaching contractors working on behalf of Tennis Squad.

It applies to all the data that Tennis Squad holds relating to identifiable individuals including:

- Names of individuals
- email addresses
- Telephone numbers
- Medical notes
- Date of Births
- plus any other information relating to individuals.

Responsibilities

Each team members that handles personal data must ensure that it is handled and processed inline with this policy and data protection principles.

The Tennis Squad data controller is Robert Wedlake, responsible for:

- keeping the team updated about data protection responsibilities, risks and issues
- reviewing all data protection procedures and related policies, in line with an agreed schedule
- arranging data protection training and advice for team members
- handling data protection questions from team members
- dealing with requests from individuals to see the data Tennis Squad holds about them.
- Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data.
- Ensuring all systems used for storing data meet acceptable security standards
- Evaluating any third-party services the company is using to store or process data, including cloud computing services



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Team Member Guidelines:

- The only people able to access data covered by this policy should be those who need it for their work
- Data should not be shared informally.
- Team members should keep data secure, by taking sensible precautions and following the guidelines below:
 - Using strong passwords which are never shared
 - Personal data should not be disclosed to unauthorized people within the company or externally
 - Any mobile devices accessing cloud-based apps will be secured by password which will not be shared.
 - When working with personal data, team members will ensure that screens are locked when unattended.
 - The help of the data controller should be sought if they are unsure about any aspect of data protection.

Data Storage & Use

- All data on coaching participants is stored in cloud-based systems including Dropbox (for year-round squad enrolments), Mailchimp (for newsletters) and Clubspark (for camps and short-courses).
- Accounts are protected by password and limited to active team members only.
- Any short-term paper-based records are kept in a locked cupboard, and shredded when no longer required.
- Data is not stored on removable media

Data Accuracy

- Data will be held in as few places as necessary to help prevent inaccuracies.
- The data controller will update inaccuracies as they are discovered.
- Tennis Squad will make it easy for data subjects to update the information held about them, by contacting the data controller or through their newsletter subscription link.

Communications

Email data will be used in 2 ways:

1. To send course/session-specific information to those who are enrolled.
2. To market further playing opportunities / share news. These will be sent to all those who have opted-in to receive such communications (who will have the option to unsubscribe).

Social network groups (e.g. Facebook / WhatsApp) may be used to share time-sensitive information. In these cases, extra precautions will be taken to ensure opt-



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in:

- Participants will only join of their own accord (e.g. invite link) and can leave at any time.
- Group rules will require participants not to mine data / contact others from the contact list.
- Only approved administrators will be able to post / share information.
- Only adult members / parents will be permitted to join the group.

Subject Access Requests

All individuals who are the subject of personal data held by Tennis Squad are entitled to:

- Ask what information the company holds about them and why
- Ask how to gain access/change/remove it.
- Be informed on how the company is meeting its data protection obligations.