



Titwood Lawn Tennis Club

Data Privacy Policy

Data Privacy

Titwood Lawn Tennis Club (TLTC) is committed to ensuring your privacy is protected. This privacy policy sets out how we process your personal data and make sure you are aware of how we use your data. For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Titwood Lawn Tennis Club, (TLTC) Glencairn Drive, Glasgow, G41 4LN.

What is personal data?

Under the General Data Protection Regulation: Personal Data is defined as “any information relating to an identified or identifiable natural person (‘data subject’).

How we collect your information

We collect your personal data:

- Directly from you, for example on completion of a membership application, or providing information via TLTC's court booking system.
- From someone else who has applied on your behalf for membership (for example parent or guardian); or completed a competition entry form (for example a doubles partner).
- When you make enquiries on our website, or interact with us (for example, volunteer to assist with an event or organisation of a team / league).
- From the Lawn Tennis Association (LTA) and others not acting on your behalf (for example, where a complaint has been raised about you which TLTC have to investigate).

The information we collect

We will only request the minimum information as is necessary which may include:

- Name, date of birth and address;
- Contact information, including your email address(es), telephone numbers and postal address(es), records of communications and interactions we have had with you;
- Financial information, (which may include Direct Debit details should we offer that payment option);
- Membership Category, British Tennis Membership number and ratings if applicable;
- Other information you volunteer when making use of your membership (for example, entering club competitions).
- For your safety we may collect CCTV footage.
- Health or medical conditions, where you have volunteered this, for example so that we can cater for you when you attend a social event or a coaching session.
- For volunteers, employees and contractors, safeguarding information, where relevant.

How we use personal data

TLTC will use personal data provided to us for the administration of your TLTC membership which may include:

- Fulfilment of services, including court bookings and coaching;
- Communication about TLTC policies and rules, court and facilities updates and TLTC news;
- Allocation of door entry fob system;
- Providing TLTC members with contact details to facilitate team and social match play.
- Providing LTA with details to facilitate inter club competitions and matches.
- Administration of the Wimbledon ballot or other events organised by the club;
- Research and statistical analysis about TLTC to enable us to improve our members services;
- Storage of your details on the software platform we use for member management database, website and 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;

- Promoting goods and services of relevant third parties (for example, operators of coaching courses, and organisers of tennis events);
- Health and Safety records (for example, the reporting of an accident.)

Sharing your information with others

TLTC do not sell personal data to any third parties or transfer your data out with the UK. We may share your personal data to other parties as set out below.

- Someone acting on your behalf, for example a parent or guardian.
- Our volunteers and employees, for the purposes of administering your membership and giving you access to the membership benefits, services to which you are entitled to and the organising of TLTC related events for example, social events.
- Our contractors and suppliers, including coaches, and any provider of membership management services, court booking and website services.
- Competition organisers (for example, LTA) involved in competitions you are taking part in.
- TLTC members with contact details (name, phone numbers, email) to facilitate team and social match play. This data must not be used for any other purpose by members, for example, but not limited to, promoting business interests or charitable activities.

How long your information is kept

We retain your personal data for as long as in necessary to fulfil the purposes set out in this privacy notice and all legal and financial reporting requirements.

Your rights

You have the right to request details of personal information which we hold about you under the New General Data Protection Regulation (GDPR) 2018.

You may also object, correct, erase and restrict the use of how we use your personal information.

If you would like to exercise any of these rights, please contact us in writings using the contact details below. Please note these rights are not absolute and we may be entitled (or required) to refuse requests where exceptions apply.

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, please write to us at:

Titwood Lawn Tennis Club, Glencairn Drive, Glasgow, G41 4LN

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. www.ico.org.uk.