

Privacy Policy

TOWNSEND TENNIS CLUB – PRIVACY POLICY FOR MEMBERS

For the purposes of the General Data Protection Regulation (“GDPR”) and UK data protection laws, the controller is Townsend Lawn Tennis Club (the “Club”) of 8 Waverley Road, St Albans, AL3 5PA.

About this document

This privacy policy sets out the way we process your personal data and is intended to make you aware of how we use your data as a member of the Club.

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 form for membership, when you make enquiries through our website, when you provide information via the Club’s 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 or 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 Club).
- From cameras and video equipment used at the Club.

The types of information we collect

We may collect the following types of personal data about you:

- Contact information (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Date of birth information to confirm the relevant membership category, which combined with general standard of play/LTA rating information, allow the Club to communicate with you about relevant team tennis opportunities;
- Your preferences and permissions with regard to communication methods (including photographic permissions);
- Schooling and work information to allow us to analyze membership trends; and
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings or making use of other Club facilities) or you make or seek payments (such as banking information).

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 Club social event or a course.

We may also, in certain circumstances, have photo images of you from your attendance at club events or CCTV images of you from on-site cameras.

How we use personal data

Personal data provided to us will be used for the purposes set out in this policy and/or 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 Club membership, including informing you about Club events and activities, contacting you to play in teams, competitions and matches and allowing other members to do so and taking payment of membership fees;
- Fulfilment of orders for goods and services, including court bookings and processing of staged membership payments;
- Administration of the Wimbledon ballot;
- Reporting of competition results (including matches and tournaments);
- Research and statistical analysis about membership trends at our Club;
- Storing your details on our Club member management database / court booking system.;
- Promoting our Club and the services we offer (for example courses run by our employed coaches, Townsend branded tennis goods and images on our website);
- Promoting goods and services of third parties (for example, organisers of tennis events) where we think this will be of interest to you;
- To ensure the Club's security and safety;

where this is necessary for our legitimate interests (or the legitimate interests of a third party), and/or where we have your consent, as applicable.

This personal data may be disseminated via various communication methods, including email, our website, telephone and/ or our information kiosk.

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 Club. Examples of these essential service communications are:

- Records of transactions (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about Club or facility closures and opening hours.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Name: Chris Webster Telephone: 01727 841458
Email: chriswebster1@btinternet.com
Post: 9 Salisbury Avenue, St Albans, AL1 4UB.

Sharing your information with others

We do not sell or share your personal data to other parties to use. It is used by our volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled and our coaches to provide you with coaching services. We do, however, use certain third parties to provide membership data back up and website hosting 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 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), although we keep certain data for longer periods to allow membership trend analysis.

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply (in particular as they relate to our legitimate interest or legal obligations).

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 Chris Webster as detailed above.

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.