

Data Protection

External Data Protection and Privacy Policy

For the purposes of the General Data Protection Regulation (GDPR) this privacy policy sets out the way we process personal data and to make sure you are aware of how we use your data as a member of our tennis venue.

How we collect your information.

We collect your data in a few limited ways, namely

- Directly from you when you make enquiries on our website, when you provide information via the venue's club management software (Clubspark), or when you interact with us during your time as a member in various other ways (for example, where you enter a competition for renew your membership)
- From someone else who has applied for membership on your behalf (for example, a family member.)
- From the L.T.A. (for example, where the L.T.A. passes on your details to us in connection with a complaint or query you have raised about the venue.

The types of information we collect

- We collect the following types of personal data about you:
- Contact and Communication information, including your contact details such as email address(es), telephone numbers and postal address(es)
- Certain other information that you volunteer when making use of your membership benefits (for example when 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 or your child(ren) when you attend a Clubs coaching session, tournament, competition or social event)

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, including informing you about club events/facilities/member benefits and taking payment of membership fees.
- Administration of the Wimbledon ballot.

- Communication about our venue facilities that we think may be of interest to you.
- Storing your details on our Clubspark administration software package that we use for our online venue member management database. Please note that your own use of the software is subject to the Terms and Conditions and Privacy Policy published on that site, where this is necessary for our legitimate interests (for example, in increasing use of our venue's facilities and participation in the game generally.)
- Promoting our Venue and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses and organisers of tennis events.) where we think this will be of interest to you: 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.

Your consents

We will always respect your wishes in respect of what type of communication 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 consents, in order for us to fulfill our obligations to you as a member of our venue. An example for these essential service communications are:

- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about the venue and venue events.

You are in control of how we communicate with you. You can update your choices and/or your contact details by logging into your Clubspark account.

Sharing your information with others

Personal data collected and processed by us may be shared with the following third parties, where necessary.

- Our volunteers, for the purposes of administering your membership.

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 venue membership and for a period of up to 2 Years after your interactions with us (for accounting, tax reporting and record keeping processes).

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 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. You also have the right to object where we are processing your personal data for direct for direct marketing purposes.
- 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 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 the the above rights are not absolute and we may be entitled 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, you may contact the Committee by email – trowtennis@gmail.com

If you are not satisfied with how we are processing data, you can make a complaint to the Information Commissioner. You can find out about your rights under applicable data protection laws from the Information Commissioner's Office website www.ico.org.uk (http://drive.google.com/open?id=1gH5TareqtLiC5AH204Fft_CZOV0ABls)