



Witney Lawn Tennis Club

Burford Road, Witney, Oxfordshire

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Witney Lawn Tennis Club

Privacy Policy for Members

revised May 2018 pursuant to GDPR legislation and reviewed annually

Reviewed April 2020

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Witney Lawn Tennis Club of West Witney Sports Ground, Burford Road, Witney, Oxon, OX29 0NB.

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as a member of our tennis 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 for membership, when you make enquiries on our website, when you provide information via the Club's club management software or court booking system (as provided by Clubspark, whose privacy policy is available at the foot of our home page, or follow this link:
<https://clubspark.lta.org.uk/WitneyLawnTennisClub/PrivacyPolicy>), or when you interact with us during your time as a member in various other ways (for example, where you enter a competition, or renew your membership);
- 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).

There is no exchange of personal data between Witney Lawn Tennis Club and Excel Tennis Academy: if you have signed up for coaching or training with Excel, you can inspect Excel's privacy policy on their website:

<http://www.exceltennisacademy.co.uk/> .

The types of information we collect

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

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);

- 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).

We hold no financial information from you other than a record of your membership subscription status. If you pay online via Clubspark, only GoCardless, the payment collection organization which collects payment for Clubspark, will see whatever information you were required to enter in order to make the payment. If you pay by cash or cheque, we hold no records of your financial or bank details.

We have never collected data about the health or medical conditions of adult members. Medical and health data are held for junior members only where their parents/guardians have volunteered this.

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 Club membership, including:
 - informing you about court / facilities opening hours;
 - taking payment of membership fees;
 - providing you with access to the court booking system, which is restricted to members of Witney Lawn Tennis Club;
- Administration of the Wimbledon ballot;
- Research and statistical analysis about who is playing tennis in our Club;
- Communication about our Club activities that we think may be of interest to you;
- Storing your details on the Clubspark software platform we use for our online Club member management database / court booking system. Please note that your own use of the Clubspark software or system is subject to the Terms and Conditions and Privacy Policy published on the Clubspark site;

- Where this is necessary for our legitimate interests (for example in increasing use of our Club's facilities and participation in the game generally);

We will not use your details to promote the goods or services of third party suppliers, with the exception of the Excel Tennis Academy.

You are asked to note that no member of the club shall use the contact details of other members to promote goods or services, whether related to tennis (for example, racquet stringing, etc.) or not. Where a member has a legitimate club-related interest in contacting other members (for example, organising internal tournaments or leagues, etc), such contact can only be made via the Membership Secretary after consultation with the committee.

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, such as payment receipts or Direct Debit confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about Club closures and holiday 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:

Telephone: 01993 776980

Email: kate.m.brown@talktalk.net

Post: Kate Brown (Membership Secretary), 157 Thorney Leys, Witney, OX28 5NS

Sharing your information with others

We do not sell or share your personal data for other organisations to use other than as set out below.

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

- Our committee, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- The Clubspark online membership administration platform, whose privacy policy has been mentioned above.

A list of adult members' email addresses and telephone numbers is kept on the notice board in the clubhouse for the convenience of members wishing to contact each other for such purposes as arranging matches, etc. The clubhouse is locked when no members are present. If you wish your details to be removed from this list, please contact the Membership Secretary (details above). *All members are expressly forbidden to use this contact list for the marketing of goods or services or any bulk communication to the membership: as outlined above in 'How we use personal data', any communication from an individual member to the membership must be sanctioned by the committee and sent via the Membership Secretary.*

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 and record-keeping purposes).

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.

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 Honorary Secretary, David Brown

- by email: david.r.brown@talktalk.net
- by telephone: 01993 776980
- or by post: 157 Thorney Leys, Witney, OX28 5NS

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.