

Data Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the 'Controller' is **TELFORD PARK LAWN TENNIS CLUB** of 35A Killieser Avenue, London SW2 4NX. The data protection officer is our administrator who can be contacted by email at admin@telfordparktennisclub.co.uk or by letter to the above address.

About this document

This privacy policy sets out the way we collect, hold and process your personal data. The privacy policy has been created to make sure that you, as a member of our tennis club, are aware of how we use your data.

How we collect your information

We may collect your personal data:

- Directly from you when you provide information via our club management software or court booking system (Clubspark).
- When you make enquiries on our website 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, sign up for a course or lessons).
- You may also provide us with your financial details when we need to make a transfer to your bank account.
- 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 as part of the Wimbledon Ballot process or via the tournament software system).

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.
- Financial information, including Direct Debit information details are held by the accounting system 'GoCardless' <https://gocardless.com/legal/privacy/> and the POS bar payment system 'iZettle' <https://www.izettle.com/gb/privacy-policy>, and banking details for when we need to make a transfer to your account.
- 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).
- Images – informal photos of members taken at club events and competitions, and CCTV images (in clubhouse only)

We may also keep data about your health or medical conditions, where **you have volunteered this**, so that we can care for you when you are playing at the club.

We do not store financial information although our providers, including those above, may hold this information so that they can provide their service to you.

Telford Park Tennis Club

Address: 35a Killieser Avenue, London SW2 4NX **Tel:** 0208 674 5797 **Mobile:** 07710 254033

Email: admin@telfordparktennisclub.co.uk **Website:** www.telfordparktennisclub.co.uk

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:

- Storing your details on the software platform we use for our online club member management database / court booking system (Clubspark).
- Administration of your membership, including:
 - Managing your membership and renewals and taking payment of membership fees.
 - Sending out information via newsletters about club activities and events, competitions, membership, volunteering, Board decisions and other club and tennis related activities we think you might be interested in.
 - Contacting you by text or What's App where a matter is time critical or it is more convenient for you.
- Court bookings – in order to provide access to courts for members and to manage booking rights and no shows. Management of guest attendance and fees via clubhouse book. Please note that your own use of the Clubspark Booker system is subject to the Terms and Conditions and Privacy Policy published on that site. <https://clubspark.lta.org.uk/PrivacyPolicy>
- British Tennis Membership details – for administration of the Wimbledon ballot and entering competition results into the LTA's tournament software.
- Where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you.
- For team players and competition entrants – entering and managing teams for leagues and competitions and enabling team captains and team members to contact each other. This would include the Millennium Cup, Aegon and Wilson leagues, and the Club Championships, together with internal club events such as the American Tournaments and Club Afternoons. Results may be entered into the LTA's tournament software system.
- Images – informal photos are taken at events and competitions. These are used in newsletters, on the website and other club communications. We will not use your image if you ask us not to and will post a notice at events where pictures are likely to be taken.
- CCTV images – for the safety and security of the club and its members. Footage is only viewed when an incident has occurred and is only accessible by the club administrator.
- For volunteering and social events – gathering groups of helpers together and enabling them to contact each other.
- Where we need to research and analyse who is playing tennis at our club and where this is necessary for our legitimate interests (for example in increasing use of the club).
- Promoting the club 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.

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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.
- Membership related mailings such as your membership renewal reminder, and notices of formal meetings.

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: 0208 674 5979

Email: admin@telfordparktennisclub.co.uk

Post: 35a Killieser Avenue, London SW2 4NX

Sharing your information with others

We will never sell your personal data.

We will not share your personal data with other organisations or individuals other than those set out below.

- Our employees and volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- We may pass your personal data to third parties who are service providers, agents or subcontractors to us for the purposes of completing tasks and providing services to you on our behalf. However, we will only share the data that is necessary for the third party to deliver the service. Current services providers are: Clubspark, Mailchimp, GoCardless, iZettle and the coaches at the club and the club administrator. You may wish to make yourself aware of their Terms and Conditions and Privacy Policies.
- Volunteers, such as team captains, box league leaders, and Board members, who administer the activities of individuals and groups of members

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 membership and for a period of six years after your last interaction with us (for accounting, tax reporting 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. This data would include: your member profile as held on the Clubspark database, any spreadsheets processed by the Administrator and any emails sent and received through the club's email address.
- 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).

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- 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 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 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 and limiting the personal data we have may reduce our ability to provide you with the services we provide to other members.

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 Juliet Griffiths, Club Administrator:

- by email: admin@telfordparktennisclub.co.uk
- by telephone: 0208 674 5979
- or by post: Telford Park Lawn Tennis Club, 35a Killieser Avenue, London, SW 2 4NX

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.

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