

DATA PRIVACY & PERSONAL INFORMATION POLICY

POLICY OWNER(S): CLUB CHAIR
CLUB SECRETARY

POLICY LAST UPDATED: MAY 2023

Data Privacy and Personal Information

We will always respect your personal data and are committed to protecting and handling it responsibly.

Personal data means any information about an individual from which that person can be identified. For the purposes of the General Data Protection Regulation (GDPR) and UK Data Protection laws, 'we' are the data controller – Backwell Tennis Club of West Town Road, Backwell, BS48 3HG.

What personal data do we collect about you and how do we collect it?

We collect personal data from you:

- Directly - when you fill in an application for membership, when you make enquiries on our website, when you provide information via the Venue's club management software or 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, join winter rotas, renew your membership, sign up for a tennis coaching programme, 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 query you have raised about our club).

This data may include: information about your identity (such as your full name, title and date of birth); contact information (such as your postal address, email address and telephone number); and payment information and bank details. We may also collect limited data about your health or medical conditions, where you have volunteered this.

How and why do we use your personal data?

Personal data provided to us will be used for the purposes set out at the time of collection. This will include (but may not be limited to):

- Enabling and administering your membership of this venue, including renewals, taking payment of membership fees, and enabling you to book courts and coaching via our Venue Management system.
- Communicating with you about your membership (such as your membership renewal reminders), and general communications relating to venue activities and events.
- Communicating with you about specific activities you have signed up for (such as coaching, tennis rotas, league matches, etc.). This may include participation in venue related groups hosted on WhatsApp, Facebook or similar messaging platforms. These platforms will have their own policies for storing and protecting your personal data – details of which can be found on their websites.

On an aggregated basis, we may also use data collected in our Venue Management System ('Clubspark') for research and analysis – e.g. on court utilisation, membership demographics, etc. This aggregated data could be derived from your personal data but will never directly or indirectly reveal your identity.

Who do we share your personal data with and how do we protect it?

If required, we will share your personal data with our committee and/or volunteers so that we can achieve the purpose for which it is collected.

In addition, we may share your personal data with selected third parties where that is necessary, for example:

- Our coaching team for the purpose of managing and communicating the coaching programme;
- Third party messaging sites such as Facebook and WhatsApp for the purpose of group and/or individual communications;
- Our Venue Management System (Clubspark¹) – for the purpose of membership management, venue communication, and administration of the coaching programme.

We take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this policy.

1. *Clubspark Group Limited ('Clubspark')* meet the definition of 'data processor' for the personal data held by them on behalf of this venue. A copy of their data privacy policy can be obtained on their website (<https://clubspark.com/privacy-policy>) and should be read in conjunction with the venue policy.

How long is your information kept for?

We keep your personal data for only 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 maximum period of six years after your membership ends.

What rights do you have in respect of your personal information?

- You can ask us for access to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- You can request that we update or adjust personal data that we hold about you.
- You can ask us to delete your personal data if you believe we have no over-riding reason for keeping it, or you believe we have processed it unlawfully.
- You can tell us at any time if you object to us processing your personal data to achieve the venue's strategic goals. Unless we have a compelling reason to continue, we will stop using your personal data for these purposes.

How can you complain?

In the first instance, if you wish to exercise any of your legal rights in relation to this policy, please contact the owner(s) of this policy. If you are not satisfied with the response, you can make a complaint to the [Information Commissioners Office \(ICO\)](#), the statutory body which oversees data protection law in the UK.