

Privacy Policy for Clients

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Tom Dyball Tennis Performance (TDTP) of 1 Maple Cottage, West Common, Harpenden, Hertfordshire, AL5 2AS

How your information is collected

TDTP may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for coaching, when you make enquiries, when you provide information to the tennis club, or when you interact with us during your time as a client in various other ways (for example, where you enter a competition, sign up for a camp or lessons);
- From someone else who has applied for coaching 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

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 records of communications and interactions we have had with you);
- Certain other information which you volunteer when making use of your club membership benefits (for example, when making court bookings).

We may also collect data about your health or medical conditions, from your application forms.

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 coaching programme;

- Research and statistical analysis about who is participating on the coaching programme;
- Communication about our Coaching Programme courses and events that we think may be of interest to you;
- Storing your details on a software platform we use for administration of the coaching programme;

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 client. Examples of these essential service communications are:

- Records of transactions, such as payment receipts.
- Communications relating to the coaching programme, events and tournaments.

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: 07751 240754

Email: tomdyball1@hotmail.co.uk

Post: 1 Maple Cottage, West Common, Harpenden, Hertfordshire, AL5 2AS

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 coaches and volunteers, for the purposes of managing your coaching programme.

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it, but 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.
- 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. 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.

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 office:

- By email: tomdyball1@hotmail.co.uk
- By telephone: 07751 240754

Or by post: 1 Maple Cottage, West Common, Harpenden, Hertfordshire, AL5 2AS

- 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.