



SALISBURY LAWN TENNIS CLUB

GDPR EXTERNAL PRIVACY POLICY FOR MEMBERS

25 MAY 2018

For the purposes of the General Data Protection Regulation ("GDPR"), which comes into effect as of 25 May 2018, and UK data protection laws, the Controller is SALISBURY LAWN TENNIS CLUB ("SLTC") (the "Venue") of Salisbury Avenue, St Albans, Hertfordshire. For the purposes of this document, the term MEMBER refers to any person who has submitted the application for Membership Form and who has paid appropriate fees to SLTC.

About this document

Under the Data Protection Act, SLTC must:

- only collect information that is needed for a specific purpose;
- keep it secure;
- ensure it is relevant and up to date;
- only hold as much as is needed, and only for as long as the Controller needs it;
- allow the subject of the information to see it on request; and
- advise Members how the information is used and stored.

This privacy policy sets out the way we process your personal data and we have created this privacy policy 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 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, 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, attend Club events);
- 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 SLTC).

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), records of communications and interactions we have had with you), date of birth and playing ability / interests;
- Financial information, (which may include Direct Debit details should we offer that payment option);
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings if this implemented, signing up for Club tournaments, signing up for coaching courses hosted by SLTC or 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 when you attend a social event or a course/camp.

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 SLTC policies and rules, court / facilities opening hours;
 - taking payment of membership fees;
 - receiving information when you complete the Membership form for SLTC;
- Fulfilment of orders for goods and services, including court bookings;
- Providing SLTC Members (via a downloadable Excel spreadsheet) with contact details (name, phone numbers, email, membership category) of other Members to facilitate team and social match play. This data must not be used for any other purpose by Members, for example, but not limited to, making commercial offers, promoting business interests or charitable activities.
- Administration of the Wimbledon ballot, run in conjunction with the LTA;

where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you;

- Research and statistical analysis about who is playing tennis at our Venue including summary reports presented to Members at the Club Annual General Meeting;
- Communication about SLTC news, activities and events that we think may be of interest to you;
- Promoting SLTC and goods and services of relevant 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;

- Storing your details on a software platform which we may use in the future, such as the ClubSpark system managed and implemented by the LTA. Please note that your own use of software or system is subject to the Terms and Conditions and Privacy Terms published on that site;

where this is necessary for the legitimate interests as a tennis venue;

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 Venue. 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 venue closures and holiday opening hours.
- Newsletter or general information communications for our Venue;

You are in control of how we communicate with you. You can decide not to receive the Newsletter (although we may still use the Newsletter for essential service communications) or other non-essential service communications and can update your choices and/or your contact details by contacting us at:

Email: sltcmgmt@gmail.com

Email: sltc1chairman@gmail.com

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 employees and volunteers, for the purposes of administering your membership and giving you access to the membership benefits and services to which you are entitled;
- Our contractors and suppliers, including coaches, and any provider of membership management services, court booking and website services.

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 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") and information about how we are processing it. 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 (the "right to be forgotten"). 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 Club Secretary or Club Chairman :

- by email: sltc1secretary@gmail.com
- by email : sltc1chairman@gmail.com
- or by post to Salisbury Tennis Club, Salisbury Avenue, St Albans, Herts AL1 4TY

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.