

LOCKS HEATH TENNIS CLUB

Privacy Policy for Members

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the Controller is Locks Heath Tennis Club (the "Venue") of St Johns Park, Locks Heath.

About this document

This privacy policy explains how we collect, use and share your personal data, and your rights in relation to the personal data we hold. This privacy policy concerns our processing of personal data of employees, volunteers and Venue officers.

How we collect your information

We may collect your personal data in several ways, for example:

- Directly from you, when you fill in an application form for membership, when you make enquiries on our website, or when you interact with us during your time as a member in various ways (for example, where you enter a competition, open days, renew your membership);
- From someone else who has applied for membership on your behalf (for example a family member or friend 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 venue).

The types of information we collect

We may collect the following types of personal data about you (and your family members where relevant):

- Contact and communications information, including:
- Your contact details (including email address, telephone numbers and postal address);
- Records of communications and interactions we have had with you.
- Biographical and social information, including: your name, title, gender and date of birth; your image and likeness, including as captured in photographs taken for tennis club purposes;
- We may also collect data about your health or medical conditions, where you have volunteered this, for example so we can cater for you when you attend a Venue social event.

How we use your information

The personal data provided to us will be used for the purpose 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 court / facilities opening hours
- Taking payment of membership fees;
- Renewal of membership
- Administration of the Wimbledon ballot;
- Communication about our Venue activities that we think may be of interest to you.

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

- Promoting our Venue and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organizers of tennis events) where we think this will be of interest to you.
- For preventing and detecting crime, and to investigate complaints and grievances;
- Dealing with legal claims and requests, including those made under data protection law, or requests for disclosure by competent authorities;
- External and internal audit and record-keeping purposes;
- Sharing your personal data with the LTA, county tennis associations and other venues for reasonable purposes in connection with the operation of the Venue.

The basis for processing your information

We may process your personal data for the above purposes because:

- It is necessary for our or a third party's legitimate interest. Our "legitimate interest" include our reasonable interests in the operation of the Venue, in accordance with all relevant legal requirements;
- It is necessary to protect your or another person's vital interests (in certain limited circumstances, for example where you have a life-threatening accident or illness in the workplace and we must process your personal data to ensure you receive appropriate medical attention);
- it is necessary for the establishment, exercise or defense of legal claims (for example, to protect and defend our rights or property);
- for compliance with our legal obligations (e.g. to exercise or perform any right or obligation conferred or imposed by law in connection with the prevention and detection of crime, and to assist with investigations (including criminal investigations) carried out by the police and other competent authorities).

Sharing your information with others

We may share your personal data with certain third parties for the purposes set out in this privacy policy. We may share some personal data with third parties including:

- Internal and external auditors and legal advisers;
- When we are legally required to do so (by a court, government body, law enforcement agency or other authority of competent jurisdiction), for example by HM Revenue and Customs;
- To the LTA and county tennis associations.

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 volunteer and officer data this means we keep it for as long as you have an active volunteer or officer relationship with us and for a reasonable period thereafter for accounting, tax reporting, record-keeping and legal reasons.

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 information (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.

If you have given your consent and you wish to withdraw it, please contact John Langrish, using the contact details set out below.

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 rights, you may contact John Langrish:

- by email: locksheathtennis@aol.co.uk
- by telephone: 07833 043346

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 legislation from the Information Commissioner's Office website available at www.ico.org.uk.