

Ivybridge Tennis Club

Privacy Notice

This notice explains how Ivybridge Tennis Club (The Club), uses and protects the personal information that it holds about members of The Club and other users of the South Devon Tennis Centre (The Centre).

The Club is a "controller" for the purposes of the data protection laws. The current data protection laws are set out in the Data Protection Act 1998. This will be replaced by new data protection laws with effect from 25 May 2018. We refer to both the current and the new data protection laws as the "Data Protection Laws" in this privacy notice.

You should share this notice with your family and dependants where you have provided us with personal information about them.

What is personal information?

Personal information broadly means information that identifies (or which could, with other information that we hold or are likely to hold, identify) a living individual.

What types of personal information might we hold about you?

We will collect and process the information about you that you provide by filling in forms and by corresponding with us and our service providers by telephone, email or otherwise. We may hold and process any or all of the following personal information about you:

- personal details such as your name, gender, age, date of birth, contact details (e.g. your address and postcode, email, telephone and mobile numbers);
- financial details such as bank account details where you have provided them to us (e.g. to process direct debits);
- records relating to your use of the services provided by The Club; and
- information about your health where you have provided this information to The Club (and where there is a legal basis for the processing of such data under the Data Protection Laws – see below).

Why do we hold this information?

We hold this information because we need it to provide the services and benefits you receive as a member of The Club or a user of The Centre.

In some instances, we hold and process sensitive information relating to your health which you have provided to us, for example if you have provided information relating to your child who is taking part in activities at the Centre. We will ask for your explicit consent to this when you provide the information. Once you have given your consent, you can withdraw it at any time by writing to us at The Club.

Using your information in accordance with Data Protection Laws

Data Protection Laws require us to meet certain conditions before we are allowed to use your personal information in the way described in this privacy notice.

We rely on a condition that allows us to use your personal information to perform our contractual obligations to you as a member of The Club or a user of The Centre.

We will keep the amount of personal information collected and the extent of any processing to the minimum.

We will only process 'sensitive' or 'special categories' of personal information under the Data Protection Laws (e.g. information about your health) where you have explicitly consented to this or where there is an alternative legal basis for processing this information under the Data Protection Laws. This may mean that you will be asked to sign consent forms in the future

What do we do with the information?

We may use your personal information for a number of purposes relating to the provision of services to you:

- to enable you to use the club premises and take part in club activities
- to ensure you are charged appropriately for the services you use
- to carry out our obligations arising from any agreement that we have with, or concerning, you and to provide you with the information, benefits and services that you request from us;
- to notify you about services provided to members of The Club and users of The Centre
- for internal record keeping to enable us to monitor the usage of the services provided by the Club and at the Centre
- for internal record keeping as required to demonstrate compliance with various obligations inherent in legal agreements with external bodies (eg The Club's lease, HMRC and the LTA)

How long do we keep your information for?

We will hold your personal information on our systems for as long as is necessary for the services to be provided to you.

If you cease to be a member of the Club, we will generally retain your information for a maximum of three years in case any issues arise from your period of membership.

Who do we share the information with?

Where appropriate and to enable us to provide the services we may share your information with external organisations such as :

- the Lawn Tennis Association (eg to enable them to support The Club and to enable The Club's members to take part in the annual ballot for Wimbledon Tickets)
- HBI Consulting Ltd, trading as MyCourts. This organisation provides The Club's court booking system and maintains a database for members to make contact with each other. A separate privacy policy applies to the use of the MyCourts system and online consent is required to use the system
- regulators, government departments, law enforcement authorities, tax authorities and insurance companies where we are obliged to do so;

We do not disclose your data to any third party other than as required to provide the services and do not sell or transfer your data to third parties for marketing purposes.

Your rights in relation to your personal information

The accuracy of the information that we hold about you is important to us. If any of the information that we hold is inaccurate or out of date, please let us know using the contact details set out at the end of this notice.

You have a number of rights under the Data Protection Laws in relation to the way we process your personal data, including:

- to access your data;

- to have your data rectified if it is inaccurate or incomplete;
- in certain circumstances, to have your data deleted or removed;
- in certain circumstances, to restrict the processing of your data;
- to object to direct marketing (although we do not carry out direct marketing);

If you wish to exercise any of these rights, please contact the Club Manager at the address below:

We will aim to respond to any request received from you within one month from your request. Access to your data will usually be provided free of charge.

Please note that we may be unable to delete or remove your data whilst we still need this in relation to your current or past membership of The Club

Changes to this privacy notice

This privacy notice is current as at 25 May 2018.

We keep our privacy notice under regular review, and may change it at any time. We will tell you about any significant changes.

Contact us

If you have any queries about this privacy notice, or wish to exercise any of the rights above, please contact:

The Club Manager
Ivybridge Tennis Club
South Devon Tennis Centre
Ermington Road
Ivybridge
PL21 9ES

Dated 25 May 2018