

MASHAMSHIRE TENNIS CLUB

General Data Protection Regulations

GDPR

Privacy Policy for Members

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Mashamshire Tennis Club (the "Venue") of Masham Sports Association, The Avenue, Masham, HG4 4DS

About this document

This privacy policy sets out the way we process personal data for members and employees, officers and volunteers and we've 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:

Members

- Directly from you, 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, renew your membership, sign up for a 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 complaint or query you have raised about our Venue).

Employees, Officers and Volunteers

- From the information you provide to us when you interact with us by making an application for a job or a volunteer or other Venue position, for example when you come for an interview or when you submit a formal application to work for us and provide your personal data in application forms and covering letters, etc.;
- From third parties, for example your previous or current employers in relation to your application to work or volunteer for us;
- During the course of your employment or engagement as a volunteer or officer with us, for example when you provide your contact details to us;

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) and records of communications and interactions we have had with you);
- Financial information, including membership or coaching fees and/or Direct Debit details;

- Contact details (through various means, as above) for your family members where this is appropriate;
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings 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 Venue social event or a course/camp.

How we use personal data

Members

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 court / facilities opening hours;
 - taking payment of membership fees;
- Fulfilment of orders for goods and services, including court bookings;
- Administration of the Wimbledon ballot;

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 in our Venue;
- Communication about our Venue activities that we think may be of interest to you;
- Promoting our Venue and promoting goods and services of 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.

Employees, Officers and Volunteers

- Administering job, volunteer or officer applications and, where relevant, offering you a job or other position with us;
- Carrying out due diligence checks on you during the application process for a role, including by checking references as appropriate;

- Once you are employed or engaged with us in any capacity, for the performance of the role;
- 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;
- For other administrative purposes, for example to update you about changes to your terms and conditions of employment or engagement;
- 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:

Employees, Officers and Volunteers

- It is necessary for the performance of a contract with you (your employment contract or equivalent) or in order to take steps at your request prior to entering into such a contract;
- It is necessary for our or a third party's legitimate interests. Our "legitimate interests" include our reasonable interests in the operation of the Venue, in accordance with all relevant legal requirements;
- It is necessary for the establishment, exercise or defence 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 employment or for the prevention and detection of crime, and in order to assist with investigations (including criminal investigations) carried out by the police and other competent authorities).

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. Unless you advise otherwise the normal means of communicating with you will be by email, or telephone. In the event of Intermediate or Junior members contact will normally be made with the parent or guardian if such details have been provided.

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, club or LTA event notifications of any kind and information about venue closures and holiday opening hours.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Email: tom.johnson835@yahoo.com

Telephone: 01765 603593

Post: Tom Johnson, Chairman Mashamshire Tennis Club, Wharncliffe, Moorside Avenue, Ripon, HG4 1TA.

Sharing your information with others

We do not sell your personal data for other organisations to use. We do not share your personal data with other organisations other than as set out below.

During normal communication with members your personal data will be kept private from other members, unless there is a specific requirement for this data to be available and you have given your consent for its release.

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 to which you are entitled;
- Our coaches;
- 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 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).
- For most employee, volunteer and officer data this means we keep it for as long as you have an active employment, 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 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:

Email: tom.johnson835@yahoo.com

Telephone: 01765 603593

Post: Tom Johnson, Chairman Mashamshire Tennis Club, Wharncliffe, Moorside Avenue, Ripon, HG4 1TA.

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.