

PRIVACY POLICY

For the purposes of the General Data Protection Regulation (“GDPR”) and UK data protection laws, the controller is Bristol Central Tennis Club (the “Venue”) Happy Lane, off Derby Road, St Andrews, Bristol BS7 9AQ.

About this document

This privacy policy sets out the way we process your personal data 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:

- Directly from you, when you fill in an application for membership, when you make enquiries on our website, when you provide information via the court booking system (Skedda), or when you interact with us during your time as a member in various other ways (for example, where you renew your membership, sign up for the Wimbledon draw, 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).

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 (email address/es, telephone numbers and records of communications and interactions we have had with you), and gender (so we can be in touch regarding specific club activities).
- 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).

If you are under 18 we may also collect data about your age, health or medical conditions, where your parents/guardian 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

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.

- Fulfilment of orders for goods and services, including court bookings, racquet stringing, coaching.
- Administration of the Wimbledon ballot.
- Research and statistical analysis about who is playing tennis in our Venue (for our use and to report to the LTA as part of Venue Registration) where this is necessary for our legitimate interests (for example in increasing use of our Venue's facilities and participation in the game generally).
- Communication about our Venue activities that we think may be of interest with you.
- Storing your details on the management database (restricted access).

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:

- Membership related mailings such as our membership renewal reminder
- Notices of formal meetings
- Information about venue closures (eg for club/court maintenance)

Currently these communications are sent using MailChimp and/or email.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting membership@bctc.org.uk or by post at the above address.

Sharing your information with others

We do not sell or share your personal data for other organisations to use. Personal data collected and processed by us may be shared with our committee and coaches, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.

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 one membership year (1st April – 31st March) after you resign.

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.
- 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).

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: membership@bctc.org.uk or by post at the above address.

If you are not satisfied with how we are processing our 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.

This policy is based on the LTA guidelines and forms part of our Policies and Procedures. It was circulated to ALL club members on the 23rd May 2018 and adopted by the full committee of BCTC on 30th August, 2018. This policy will be next reviewed in August 2021.

Dates reviewed	Summary of changes