



Bunbury Tennis Club (BTC) Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Bunbury Tennis Club ("BTC") of Bunbury Jubilee playing Fields, Bunbury.

About this document

The following policy sets out the way we process your personal data covering how personal data is managed and protected to make sure you are aware of how we use your data as a member of our tennis club. This policy sets out how BTC acquires, stores and manages information about club members and deals with five aspects of information management

- Data requested from members.
- How we use personal data.
- How data is stored and shared within the management committee.
- How data is shared with third parties.
- Your marketing preferences.

Data requested from members

Only the minimum data necessary to facilitate management of club membership will be requested from members. This comprises:

- Name, gender, postal address, email address, telephone number and, where a member is aged 18 or under, date of birth, derived age, and Parent/Guardian details, as well as records of communications and interactions we have had with you;
- Financial information, including amounts paid and method of payment; We may collect your personal data in a few limited ways, namely:
 - Directly from you when you fill in an application form for membership, or when you interact with us during your time as a member in various 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 contract 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 or in conjunction with the Wimbledon Ballot).

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 membership, including:
 - informing you about court facilities/opening hour
 - taking payment of membership fees;
- 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 at BTC;
- Communication about our activities that we think may be of interest to you;
- Promoting BTC and promoting services of third parties (for example, operators of coaching courses, organisers of tennis events) which we think 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.

How data is stored and shared within the management committee

Only those members of the management committee whose role/duties require sight of membership data, Chairman, Secretary, Treasurer, Communications and Head Coach, will be permitted access. Membership data will be collated by the Secretary and in doing so, he/she will be the only officer who will store a copy of the data on a PC. The data will be uploaded to a secure Google Drive account, set-up specifically for the purpose, and those officers will access it there as and when necessary. Once an annual membership renewal exercise is completed, historical copies of membership records will be securely deleted. For most membership data, this means we retain it for so long as you have a valid membership and for a period of six years after your last membership year (for accounting, tax reporting and record-keeping purposes).

Information shared with third parties

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

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our volunteers ie: committee members, for the purposes of administering your membership and giving you the access to the membership benefits to which you are entitled.
- Our contractors and suppliers, including coaches, any provider of membership management services.
- The club has third party arrangements with two organisations for management purposes this is Wordpress who host the club website. Wordpress is a commercial web hosting organisation that provides a platform for the club's website. Clubspark is the platform used to manage membership bookings and court bookings. Membership information is uploaded to the Clubspark website. Contact information for club officials such as committee members is displayed on the websites with the explicit permission of the individuals.

No information will be shared with any third parties for commercial and/or marketing purposes.

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 BTC.

Examples of these essential service communications are:

- Records of transactions, such as payment receipts (as applicable).
- Membership related mailings such as your membership renewal reminder, welcome letters, notices of formal meetings, and passcode changes.

You are in control of how we communicate with you.

You can update your choices and/or contact details by contacting us at bunburyclubtennis@gmail.com.

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 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).
- 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 please email: bunburyclubtennis@gmail.com. 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.

March 2021