

PRIVACY POLICY

ENFIELD CHASE (VILLAGE ROAD) TENNIS CLUB LTD

**Register No. 12993R
Co-operative and Community Benefit
Societies Act 2014**



ENFIELD CHASE LTC

26th July 2018

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is **Enfield Chase Tennis Club (Village Road)** (the "Venue") of Mortimer Drive, Park Avenue, Enfield, Middlesex, EN1 2LH.

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, or provide details to the club through some other means, e.g. email. or when you interact with us during your time as a member in various other ways (for example, where you enter a competition, or renew your membership);
- 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 (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Financial information relating to payments you have made to the club. Note: *we do not hold any information about your own banking accounts.*
- Certain other information which you volunteer when making use of your membership benefits (for example, when introducing a visitor to the club or making use of other Venue facilities).
- For junior members, we may also collect data about a child's health or medical conditions - where this has been volunteered by their parent or guardian. This is so that we are aware of any special considerations that might need to be applied or facilities made available when the junior member is at the club.

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, including:
 - informing you about court / facilities playing hours;
 - notifying you of disruption to normal club facilities or access;
 - taking payment of membership fees;
 - invitation to the AGM and distribution of related correspondence;
 - any other important announcements regarding venue administration that are deemed necessary by the management committee.
- Administration of the Wimbledon ballot;
- Communication about our Venue tennis and social activities that we think may be of interest to you, where we have your consent;
- Providing your contact details to other venue members for the purposes of arranging participation in fixed 4s/2s social tennis or team matches, where we have your consent.
- Promoting the services of the coaches, for example, coaching courses, inter-club tournaments, etc. where we think this may be of interest to you and where we have your consent.
- Storing your details on the software platform we use for our online Venue member management database. Note: this software platform is not publicly accessible and is maintained with up to date virus protection.

Your contact 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 preferences in order for us to fulfil our contractual obligations to you as a member of our Venue. For example, membership related mailings such as your membership renewal reminder, notices of formal meetings and information about venue closures or disruption to normal club facilities or playing times.

You are in control of how we communicate with you. When you join as a member, we will ask for your contact preferences. These choices may be updated any time thereafter by contacting us by telephone, email or by post – see “Contact and complaints” at the end of this policy document.

The contact choices you can make are as follows:

- Allow / prevent your contact details being given to the club coaches;
- Allow / prevent your contact details being given to other members for the purpose of arranging social tennis, matches, etc.
- Opt-in or opt-out of being contacted by us about venue activities (social and/or tennis-related).
- Allow / prevent your contact details being held by us indefinitely after your membership has ceased for contacting you about club reunion events.

Sharing your information with others

We do not sell your personal data for other organisations to use.

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

- Your name, contact telephone number(s) and/or email address will be given to our coaches periodically for the purpose of promoting their services and arranging inter-club activities, provided you have consented for this happen. NB. Consent is deemed given automatically for junior members unless explicitly withdrawn by their parent / guardian.
- Contact details for members who join the management committee will be provided annually to the LTA; consent for this is deemed implicit in the committee nomination process.

Note: existing venue members in previous years were invited to enroll as British Tennis Members as part of their venue application, with the club forwarding the new member details to the LTA to facilitate this enrolment. This facility is no longer provided by our venue and was only applied in the past for existing members who explicitly consented for this to happen. *Ongoing management of personal data provided to the LTA for this purpose is a matter between you and the LTA and is not covered by this policy.*

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).

If you consent to allow it, we will retain your name, contact telephone number(s), email address and postal address indefinitely, for the purpose of contacting you about significant club milestone events or reunions, or putting you in touch with other ex-members who have requested such (we will always seek your permission first before passing on your details in this way).

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 the venue membership secretary, John Worringham:

- by email: john@jepw0.free-online.co.uk
- by telephone: 07950 051716;
- or by post: Enfield Chase Tennis Club
 Mortimer Drive
 Park Avenue
 Enfield
 Middlesex
 EN1 2LH

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.