

# **Privacy Policy for Members**

**May 2018**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Lunesdale Lawn Tennis Club (the "Venue") of Ball Lane, Caton, LA2 9QN.

## **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 Lunesdale Lawn Tennis Club.

## **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 on the 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 or social event, renew your membership, sign up for tennis lessons);
- From someone else who has applied for membership on your behalf (for example a family member or another member 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 email address(es), telephone numbers and postal address(es), membership category (Junior under 11, Junior 11-18 and adult), and records of communications and interactions we have had with you).
- Financial information, including BACS/Direct Debit details.
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings).
- If you are a member of the Lunesdale Google groups mailing list for social activities, we store your interactions with this site on the Google groups website.
- With your permission and without identifying you by name, storing your photograph where appropriate on our website to promote the facilities and activities of the Venue.

We may also collect data about your dietary preferences where you have volunteered this, for example so that we can cater for you when you play league matches or attend the annual dinner.

## **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 Club membership, including:
  - informing you about court / facilities opening hours;
  - taking payment of membership fees;
- Court bookings; Please note that your own use of the Google spreadsheet used for the court booking system is subject to the Terms and Conditions and Privacy Policy published on that site; (<https://policies.google.com/privacy> and <https://policies.google.com/terms>)
- Administration of the Wimbledon ticket ballot;
- Research and statistical analysis about who is playing tennis in our Venue and how often;
- Communication about our Venue activities that we think may be of interest to you;
- Storing your email if requested by you on the Lunesdale Google group <https://groups.google.com/forum/#!forum/lunesdale> which we use for our social activities' mailing system. Please note that your own use of Google Groups is subject to the Terms and Conditions and Privacy Policy published on that site; (<https://policies.google.com/privacy> and <https://policies.google.com/terms>);
- Storing your contact details on our website if you hold a position of responsibility;
- Promoting our Club and promoting goods and services of third parties if requested by you (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.

## **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 preferences in order for us to fulfil our contractual obligations to you as a member of our Club. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or BACS/Direct Debit confirmations (as applicable).
- Membership-related mailings such as your membership renewal reminder, notices of formal meetings and information about the club, such as venue closures, access, volunteer opportunities and court opening times.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting the Membership Secretary or the Secretary via telephone or email.

## **Sharing your information with others**

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

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

- Our members who organise tennis activities such as league matches, tournaments, social tennis and competitions to allow for the smooth running of these activities.
- Tennis coaches used by the Club.

## **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). Once a year, we delete all interactions with the Lunesdale Google groups mailing list which are four years old or more.

## **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 Chair, Secretary, Membership Secretary or any member of the Committee by telephone or email.

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: <http://www.ico.ac.uk>