



Windsor Lawn Tennis Club Privacy Statement

Date: December 2021

Key Details

Under new laws that came into effect on in May 2018, we need to provide you with certain details concerning how your personal data will be used and protected. Windsor Tennis Club (WTC) takes the protection of the data we hold about you as a member seriously and are committed to respecting your privacy. This notice is to explain how we may use personal information we collect and how we comply with the law on data protection and what your rights are.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

We may change this statement from time to time by updating this statement. You should check www.windsortennis.co.uk from time to time to ensure that you are happy with any changes.

Name of Club: Windsor Tennis Club (WTC)

What data do we collect?

We collect the following data:

- Name and date of birth
- Contact details
- Emergency contact details
- Sporting experience information
- Video/Photography agreement
- Participation agreement
- Records of communications and interactions we have with you

- Financial information including bank/credit card details. These are not held by us but are collected by third party payment processors who specialise in the secure online capture of credit/debit card transactions.

IMPORTANT INFORMATION RE: COVID CERTIFICATE

WTC will not be holding any personal data regarding covid vaccinations, the process merely confirms that the conditions for access are met. No personal information is held on the designated device which verifies the Covid Certificate. See the Dept of Health Data Processing Impact Assessment which is available at <https://covid-19.hscni.net/wp-content/uploads/2021/11/COVIDCert-Check-Verifier-App-Simplified-DPIA-v05.docx>

Sensitive personal data

- Medical/specific requirements information
- Disability information

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Apply to become a member of the club
- Renew your existing annual membership
- Register online for specific club activities or events (club play, coaching programmes, tournaments)
- Register your children online for junior squads and camps
- Register to book courts and facilities through our court booking system
- Sign up to play in external leagues
- Sign up for our members newsletter
- Make enquiries through the club website
- Make general email and phone enquiries

In addition, we may obtain personal data:

- From someone else who has applied membership or booking details on your behalf (e.g. club coaches, junior co-ordinators or family member/friends who have provided us with your details specifically for that purpose)
- From Ulster Tennis/Tennis Ireland/Ulster Squash/Irish Squash (for example, where they have passed on your details to us in connection with a complaint or query you have raised, or in relation to a Tennis Ireland/Irish Squash event or programme).
- When conducting membership and feedback surveys about the services we are providing.

What automated decisions do we take?

- None

How will we use your 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.

WTC will process personal data for:

- Managing membership subscriptions and renewals
- Taking payment of membership fees
- Providing you with access to club facilities via the court booking system
- Providing and administering specific services you have registered for e.g. classes, club events, tournaments etc
- Managing member contact details and enabling members to contact each other when organizing teams and matches
- Reporting of participation and any incidents and of figures and trends (including equality and inclusion information)
- Dealing with medical needs/specific requirements
- Quality and improvement monitoring
- Safeguarding purposes
- Informing you about club policies and rules
- Informing you about coaching events, club events and other club matters
- Storing your details on the software platforms we use for:
 - our online member management database (Smart Club)
 - court booking (Court Booker)
 - adult classes and squad coaching sessions (Bookeo)
 - tournament entries (Tournament Software)
 - online payment systems (Stripe and PayPal).
 - Newsletter systems (MailChimp)

Please note that your own use of these platforms is subject to the Terms and Conditions and Privacy Policy published on each platform's website.

When we process your order, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

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 third parties, where necessary:

- Our employees, coaches and member volunteers, for the purposes of administering your membership and giving you access to the membership benefits and services to which you are entitled
- Ulster Tennis/Tennis Ireland/Ulster Squash/Irish Squash for safeguarding matters
- Ulster Tennis/Tennis Ireland/Ulster Squash/Irish Squash for details of committee and volunteer roles at the club to fulfil the requirements for annual governing body registration and affiliation
- Any provider of membership management services, court booking and website services
- Third party service providers for sending mailings e.g. Mailchimp.

Legal basis for processing your personal data

The legal basis for the collection and processing of your personal data is:

- Administration and programme delivery – where it is necessary to fulfil the contract that you are going to enter into or have entered into with us
- Dealing with medical needs: – where we have your explicit consent, or it is in your vital interests
- In all other cases: where it is necessary for our legitimate interests (to enable members to engage appropriately with our venue and activities and to increase participation in tennis and squash) and it does not prejudice or harm your rights and freedoms.

Marketing

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 Windsor LTC.

Examples of these essential service communications are:

- Records of transactions, such as payment receipts or payment confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about venue closures and holiday opening hours.

You can decide not to receive the Club newsletter (although we may still use the Newsletter for essential service communications) or other non-essential service communications and can update your choices and/or your contact details by contacting via our published contact details.

What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to **access** – You have the right to request us for copies of your personal data. We may charge you a small fee for this service.
- The right to **rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete the information you believe is incomplete.
- The right to **erasure** – You have the right to request that we erase your personal data, under certain conditions.
- The right to **restrict processing** – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to **object** to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to **data portability** – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via any of the published club contact methods.

Your right to withdraw consent

Where you have given your consent to any processing of personal data, you have the right to withdraw that consent at any time. If you do, it will not affect the lawfulness of any processing for which we had consent prior to your withdrawing it.

You can update your marketing consents by contacting us directly (see below), or by unsubscribing from email marketing. To do this, click on the unsubscribe link at the end of our newsletter emails.

Location of your personal data

WTC will keep your personal data within the European Economic Area.

How long we will keep your personal data for

We will not retain your personal data for longer than is reasonable and necessary for the purposes for which it was collected.

For most membership data this means we retain it for so long as you have a valid club membership and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

For non-members we shall retain your personal data for up to two years after your last interaction.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit <https://www.allaboutcookies.org/>

How do we use cookies?

WTC uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies:

- **Functionality** – WTC uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Analytical** - WTC uses analytical cookies to optimize the website experience for our users. With these analytical cookies we get insights in the usage of our website. We ask your permission to place analytical cookies.
- **Advertising** – we do not use advertising cookies.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

For further details, see our Cookie Policy at <https://www.windsortennis.co.uk/cookie-policy-2/>

Privacy statements of other websites

The WTC website contains links to other websites. Our privacy statement applies only to our website, so if you click on a link to another website, you should read their privacy statement.

Changes to our privacy statement

We keep its privacy statement under regular review and places any updates on this web page. This privacy statement was last updated on 18th December 2021.

How to contact us

If you have any questions about Our Company's privacy statement, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: info@windsortennis.co.uk

phone: 02890 665188

website: www.windsortennis.co.uk

Complaints and how to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office, website www.ico.org.uk.