**PRIVACY STATEMENT**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Ash Tennis Club (the “Venue”) of Ash Hill Road, Ash, Surrey, GU12 5DN

**DOCUMENT SCOPE**

This Privacy Statement sets out what personal information we collect, how we collect it, how it is processed and where it is stored.

**WHAT TYPE OF INFORMATION DO WE COLLECT?**

We collect and store the following information:

* Name;
* Year of birth for Juniors;
* Contact details - email, home & mobile telephone numbers;
* BTM number
* Subscription payment method
* Membership category

We hold no other personal information of any kind such as financial, medical or next-of-kin details.

**HOW WE COLLECT YOUR PERSONAL 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 via our website, email or telephone, when you provide information via 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, renew your membership, sign up for an event);
* 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/BTM (for example, where the LTA passes on your details to us in connection with a complaint or query you have raised about our Club).

**HOW WE PROCESS YOUR PERSONAL INFORMATION**

We process your personal information only for our ‘legitimate interests’ in running the Club and communicating with Club members, more specifically;

* management and administration of a membership database;
* match arrangements;
* organising events;
* running an annual Wimbledon Ballot;
* distribution of newsletters;
* Club-related communications by email;
* Sharing contact details with other Club members.

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.

**WHERE IS YOUR PERSONAL INFORMATION STORED?**

We are committed to securing your personal information and ensuring the necessary data processing agreements are in place with our Data Processors.

We utilize 3rd Party (Data Processor) systems to:

* address our bulk mailing needs via MailChimp
* for surveys via Survey Monkey
* event and court booking via Clubspark

All hard copy documents are stored in a locked cabinet, accessible by those who require it for their ATC Role.

All electronic files are password protected and only accessed by the necessary ATC Officers.

Direct access to member data and our mailing list is limited to officers of the Club and requires secure login for input and maintenance.

**WHO DO WE SHARE YOUR INORMATION WITH?**

We do not sell or share your personal data to other organisations for 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 and~~ volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
* Our contractors and suppliers, including coaches, any provider of membership management services as listed in “Where your personal information is store”.

**HOW LONG DO WE KEEP YOUR INFORMATION FOR?**

We keep your personal data only for as long as is legitimately required for each purpose we use it. 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-member enquiries, we will retain you contact details for 18 months, with your consent, after which these will be erased.

**YOUR INDIVIDUAL RIGHTS**

Under certain circumstances, by law you have the right to:

* Request access to your personal data. 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.

**COOKIES**

The Ash Tennis Club website does not use cookies.

**LINKS TO OTHER WEBSITES**

Our Club website contains links to other websites of interest, however, once you have used these links and leave our site, you should be aware that we no longer have control over that website and therefore we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites.

**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 Club. Examples of these essential service communications are:

* Records of transactions, such as payment receipts or Direct Debit 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 are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Telephone: 07960 621549

Email: ashtennisclub@hotmail.co.uk

**CONTACTS 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:

* by email: ashtennisclub@hotmail.co.uk
* by telephone: 07960 621549
* by post: Ash Tennis Club, Ash Hill Road, Ash, Surrey, GU12 5DN

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](http://www.ico.org.uk).

24th May 2018