

PERSONAL DATA AND PRIVACY POLICY 2024 – Winstanley Tennis Club

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is WINSTANLEY TENNIS CLUB (the "Venue") of Hall Lane, Orrell, Wigan WN5 7XN.

What we do

'Winstanley Park Tennis Club' was founded in 1921, its name reflecting its initial location within the parkland of the Winstanley Estate, Wigan. It offers tennis and coaching facilities to private members.

This notice provides information for:

Club members, volunteers, attendees at coaching sessions, social events and Open Days.

About this document

This policy sets out the way your personal data is collected and processed, before, during and after your relationship with us ends and;
The types of personal information we need to process, including information the law describes as 'special' because of its sensitivity.

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we may use your personal information.

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 via the Venue's club management software or court booking system, or when you interact with us during your time as a member or visitor in various other 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 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, including Direct Debit details;
- Certain other information which you volunteer when making use of your membership benefits (for example, when making court bookings or making use of other Venue facilities).

We may also collect data about your health or medical conditions, where you have volunteered this, for example so that we can cater for you when you attend a Venue social event or a course/camp. This would be classed as special information and we provide more protection due to its sensitivity.

How we use personal data

The main purposes for processing your personal information are;

- Administration of your Venue membership, including:

informing you about court / facilities opening hours;
taking payment of membership fees;
- Fulfilment of orders for goods and services, including court bookings;
- Administration of the Wimbledon ballot;
- Research and statistical analysis about who is playing tennis at our Venue;
- Communication about our Venue activities that we think may be of interest to you;
- Storing your details on the Clubspark membership platform we use for our Venue member management database / court booking system. Please note that your own use of any software or system is subject to the Terms and Conditions and Privacy Policy published on that site;
- Where this is necessary for our legitimate interests (for example in increasing use of our Venue's facilities and participation in the game generally);
- Promoting our Venue and promoting goods and services of third parties (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;
- When we publish information on the club's website about committee members and others for contact purposes including images and maybe players' names through their involvement in club activities.

Your rights of access, correction, erasure and restriction.

- You have the right to ask for your information and there will not be a charge for you to do so. This is known as a subject access request and we act in accordance with this policy.
- To ask for your information to be corrected if it is inaccurate or incomplete.
- To ask for your information to be deleted or removed where there is no need for us to continue processing it. (right to be forgotten)
- To ask us to restrict the use of your information including the publication of images taken at the venue and in which you feature
- To ask us to copy or transfer your information from one IT system to another in a safe and secure way without impacting the quality of the information.
- To object to how your information is used.
- To challenge any decisions made without human intervention (automated decision making).

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However we may charge a reasonable fee if your request for

access is in our view unreasonable or excessive. Alternatively we may refuse to comply with the request in such circumstances.

Right to withdraw consent

You have the right to withdraw your consent to our processing your personal information at any time

This will not affect the lawfulness of our processing prior to the withdrawal of your consent.

If you do not provide consent, we may not be able to perform the contract we have entered into with you 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 as below.

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 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, partnership tennis leagues and providers of membership management services.

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).

Your Rights

In addition to the above you have legal rights in relation to your personal information. You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

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 Club Secretary:

Email: christal4@blueyonder.co.uk (Christine Charnock-Jones)

Telephone: 07931 746890;

Post: Winstanley Tennis Club, Hall Lane, Orrell, Wigan WN5 7XN

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioners Office (ICO) at <https://ico.org.uk> Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR).

Last updated June 2024