

About this document

This privacy policy sets out the way we process your personal data. We have created this policy to make sure you are aware of how we use your data as a member of our club.

For the purposes of General Data Protection Regulation ("GDPR") and UK data protection laws, the data controller is Pinner Lawn Tennis Club of Little Moss Lane, Pinner, Middlesex HA5 3BA.

How we collect your information

We collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for membership, or when you interact with us during your time as a member e.g. renewing your membership, signing up for a course or lessons, entering the Wimbledon draw, entering a tournament);
- From someone else who has applied for membership on your behalf (for example a family member or your tennis coach or team captain, who has provided us with your contact details for that purpose);
- From the LTA (for example, when you become a British Tennis Member linked to our venue or opt-in for the Wimbledon ballot).

The types of information we collect

We collect the following types of personal data about you:

- Contact and communications information, including your contact details (email address, telephone number(s) and postal address and records of communications and interactions we have had with you);
- Payments you make to the club (amount and date, NOT bank or Credit Card details)
- Certain other information which you volunteer when making use of your membership benefits (for example, when entering competitions or making use of club facilities or opting-in for the Wimbledon ballot).

How we use personal data

We will use your personal data for the following purposes:

- Administration of the club membership, including:
 - informing you about facilities at the club
 - advising you about due membership subscription payments
- Administration of the Wimbledon ballot and internal tournaments
- Research and statistical analysis about who is playing tennis at our club;
- Communication about the club's activities that we think may be of interest to you;
- Storing your details on the software platform we use for our Venue member management database system, where this is necessary to fulfil our contractual obligations.

We do not undertake direct marketing and will not send you details of goods or services provided by third party organisations.

The legal basis for us to handle your personal data

The legal basis for us to hold and handle your personal data is for the Club's 'contractual purposes'. We need to collect your personal information so that we can process and manage your club membership. We will use your personal information to:

- Send you communications relating to essential aspects of membership of the club, including but not limited to: membership renewals, club annual general meetings, Wimbledon ballots, club tournaments, social events and activities organized by, or on behalf of, the club.
- Manage the administration of your membership.
- Process your due payments and record said payments

Sharing your information with others

We do not sell or share your personal data with external organisations other than the club Head Coach, the LTA or the Middlesex LTA for their legitimate interest. Any information so provided will be processed in a way that we have ascertained is GDPR-compliant.

Processing your information

Files containing your personal information are password protected and only available to those members with a legitimate interest in them (e.g. membership secretary, team captains, coaches, event organisers). Files containing personal data sent by email are encrypted.

We retain your personal information only for as long as necessary. This means we retain it for so long as you are a PLTC member and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes). We will not make contact with you a year after you cease to be a club member, unless you request us to do so.

Your 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.
- Object to processing of your personal data when there is something about your particular situation which makes you want to object to processing on this ground.

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 Hon. Secretary:

- by email: pinnerltc@outlook.com
- or by post: Pinner Lawn Tennis Club, Little Moss Lane, Pinner, Middx HA5 3BA

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.