



THE AVENUE LAWN TENNIS SQUASH & FITNESS CLUB DATA PRIVACY POLICY

June 2018

For the purposes of the General Data Protection Regulation ('GDPR') and UK Data Protection laws, the controller is The Avenue Lawn Tennis Squash & Fitness Club ('ALTSFC')

About this document

This club data privacy policy sets out the way that we process your personal data as a member and to make you aware of how we use your data as a member of ALTSFC.

How we collect your information

We may collect your personal data in the following ways but not limited to:

- From you, when you fill in a membership application or renewal form, when you make enquiries via our website or interaction with us using social media, if you provide information via the club management software or booking system, and in various other ways but not limited to (for example, competition entry, signing up for courses or lessons attending open days and social functions)
- From someone else who has applied for membership on your behalf (for example, a family member or friend)
- From The LTA, England Squash or any other professional bodies that the ALTSFC have an affiliation too where it pertains to your use of the club. (for example, Entering the Wimbledon ballot, representing the club in various ways i.e. team matches.)

The type of information we may collect

We may collect the following types of personal data about you:

- Contact information, this may include your email address(es), telephone numbers, postal address(es), date of birth and playing ability and interests, records of communications we have had with you.
- Financial information, (which may include your banking details, to facilitate direct debit payments or BACS payments/refunds if we offer these options)
- Medical data, we may collect data on your health and medical conditions where you have volunteered this, for example, you complete a gym induction and health questionnaire, if you attend a social event or course/camp so we can cater for you.

How we use personal data

Any 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 may express.

We will use your personal data for the following purposes:

Administration of ALTSFC membership including:

- Informing you of ALTSFC policies, rules, court and facility opening hours
- Taking payment of membership fees
- The fulfilment of goods and services including court bookings
- Administration of the Wimbledon ballot
- Providing ALTSFC members with contact details (name, telephone number, email addresses, membership category) of other members to facilitate team and match play. This data must not be used for any other purpose by members, for example, but not limited to, promoting business interests, making commercial offers or charitable activities
- Where necessary for the purposes of a contract (including any written terms and conditions relating to your membership)
- Communication of ALTSFC news and activities that we think may be of interest to you
- Storing your details on the software platform that we use for our online ALTSFC membership management database, website and court booking system. (Please note that your own use of the software is subject to any terms and conditions and privacy policy that may be published on that site)
- Research and analysis about who is using our facilities

Marketing preferences

We will always respect your wishes in respect of what type of communications you wish to receive from us and how you receive them.

There are however some communications that we need to send to you regardless of your preferences in order that we can fulfil our obligations to you as a ALTSFC member

Examples of these are but not limited to:

- Records of transactions regarding your membership and the use of your membership such as Direct debit confirmations, payment receipts, fob payment activity
- Mailings related to your membership such as a membership renewal reminder, notices of formal meetings, information regarding our venue opening and closing times, holiday closures etc

You are in control of how we communicate with you. You can decide not to receive the Newsletter (although we may still use the newsletter to communicate essential & non-essential services) Your choices can be updated by contacting us at:

Email: office@avenueltsco.co.uk

Post: The Avenue Lawn Tennis Squash & Fitness Club, Southleigh Road, Havant PO9 2RS

Sharing your information with others

We do not sell or share your personal data to other organisations related to your membership except as below:

Personal data collected by us may be shared with the following third parties when necessary:

- Our employees and volunteers, for the purposes of administering your membership and giving you access to services and benefits to which you are entitled as a member
- Our contractors and suppliers including coaches, instructors and providers of management service such as court booking and website management services

How long your information is kept

We will keep your data only as long as is necessary for the purpose that we use it. For most data relating to your membership we would retain it for as long as you hold a valid membership with us and for 6 years after your membership came to an end (for accounting, tax reporting and record keeping purposes)

Your rights

By law under certain circumstances you have the right to:

- Request access to your personal data (a data subject access request) This will enable you to receive a copy of the data that we hold about you and check that we are processing it lawfully. Such requests should be made to the Office Manager (full details are in Contact and complaints below) we have one month to respond to a request
- Request the correction of personal data we hold about you

- Request the removal of personal data. You can request us to remove or delete personal data that we hold about you, where there is no legitimate reason for us to continue to process it
- Request the restriction of the processing of your personal data, for example if you want us to establish the accuracy or reason for processing it. You can also withdraw your consent (without affecting the lawfulness of our previous processing based on consent)

Object to the use of your personal data where we are processing it for direct marketing purposes

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- Request the transfer of your personal data to another party

Please note that the above rights are not exhaustive, and we may be entitled to refuse requests where exceptions may apply

Contact and Complaints

If you have any queries regarding this privacy policy or how we process your personal data or you wish to exercise your legal rights-, you can contact the Data Protection Manager Justine Brown:

- By email office@avenueltsco.co.uk
- By telephone 02392 482750
- By post Justine Brown, Data Protection Manager, The Avenue Lawn Tennis Squash & Fitness Club, Southleigh Road, Havant, PO9 2RS

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. More information regarding your rights under data protection laws can be found from the Information Commissioners Office website www.ico.org.uk