

# ODIHAM TENNIS CLUB PRIVACY POLICY



## 1) Our Contact Details

If you have any questions or comments about this privacy policy, please contact us:

- by email: [compliance@odihamtennis.com](mailto:compliance@odihamtennis.com), or
- by post: 31 Manley James Close, Odiham, RG29 1AP (our registered office)

## 2) The Type of Personal Information we Collect

We currently collect, hold, and use the following information about you:

- Name and address
- Telephone numbers
- Date of birth
- Gender
- Email and LTA username
- LTA Number/British Tennis Number (optional)
- Emergency contact name and telephone number (optional)
- Medical information (optional)

When you purchase anything via our website, we use a 3<sup>rd</sup> party payment system called Stripe which transacts all our payments. We have no access to your card payment information.

## 3) How we get the Personal Information and Why we have it

The personal information we hold is provided to us directly by you, or by the person who administers your membership package. It is collected from your membership application and from any subsequent updates that you provide to us or any additional information that we may request from you.

We only collect information that is necessary for the running of our Club and to keep you informed.

Dated: 27 March 2024

We may share your name, phone number and/or email with other Club members in the following situations:

- when you join the cleaning or maintenance teams
- when you become a team player
- when you sign up for a Club event or competition
- when you ask to join a Club WhatsApp group

As a Team Captain your email and/or phone number will be shared with teams outside the Club. We encourage you to use a Club email account for this purpose.

As a team player your name and LTA number will be shared with LTA-affiliated leagues we enter. This will enable your results to be logged against your LTA player profile.

We never share your address. We use it to ensure that membership package rules are being followed and for understanding our membership's geographical profile. Similarly, we never share your gender or date of birth, but use this for understanding our membership profile and for targeting information or arranging competitions and events.

We aim to make it as simple as possible for you to control what information we hold about you. We encourage you to regularly review and update your profile held on ClubSpark [www.odihamtennis.com/Membership/Profile](http://www.odihamtennis.com/Membership/Profile).

Members are prompted to do this at renewal each year.

We encourage you to share emergency contact and appropriate medical details:

- in case of an accident/emergency where, if possible, we will share this information with the emergency services; and
- for the Club coach, when running a course.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing your information are:

- **Consent** - you can remove your consent at any time, by contacting [compliance@odihamtennis.com](mailto:compliance@odihamtennis.com),
- **Contractual obligation**
- **Legal obligation**
- **Legitimate interest**

## 4) How We Store Your Personal Information

Your information, as detailed in paragraph 2, is securely held within ClubSpark in a "contact" record. Only Committee members, Events and Social Co-ordinators have access to your record.

Dated: 27 March 2024

The ClubSpark support team have access to your “contact” as the provider of our software. They will only review your record on request when we require system support.

Non-member “contacts” are kept for up to 3 years from the last login date, after which they are deleted from ClubSpark.

Your name may be kept as part of our responsibility to keep accounting records.

If you have won awards, championships, or events, your name will appear on the Club’s documents, cups and website and will not be removed unless specifically requested by you.

## 5) Your Data Protection Rights

Under data protection law, your rights include:

- **access** – the right to ask us for copies of your personal information.
- **rectification** – the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **erasure** - the right to ask us to erase your personal information.
- **restriction of processing** - the right to ask us to restrict the processing of your personal information.
- **object to processing** - the right to object to the processing of your personal information.
- **data portability** - the right to ask that we transfer the personal information you gave us to another organisation, or to you.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Withdrawing consent for the holding and/or processing of your personal data may affect your ability to participate in some activities of the Club. In certain circumstances, it could mean that your membership lapses as we will have no means of contacting you.

Please contact us at [compliance@odihamtennis.com](mailto:compliance@odihamtennis.com) if you wish to make a request.

## 6) How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [compliance@odihamtennis.com](mailto:compliance@odihamtennis.com).

You can also complain to the ICO if you are unhappy with how we have used your data. Their address is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: [www.ico.org.uk](http://www.ico.org.uk)