



General Data Protection Regulation (GDPR)

Privacy Policy

About this document

This privacy policy sets out the way we process your personal data. We have created this privacy policy to make sure you are aware of how we use your data as a member of BLT&SRC (the Club).

How we collect your information

The Club may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an online or offline application for membership, when you make enquiries through our website or over the phone, 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 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 or England Squash (for example, where the LTA or ES passes on your details to us in connection with a complaint or query you have raised about BLT&SRC)

The types of information we collect

The Club may collect the following types of personal data about you:

- Contact and communications information, including your email address, telephone numbers, postal address, D.O.B and records of communications and interactions we have had with you.
- Financial information, including credit or debit card 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 Club facilities e.g. room hire).
- We may also collect data about any health or medical conditions, where you have volunteered this, for example so that we can cater for you medically if required when you are at the Club. This information will be considered confidential and will not be shared unless felt necessary.

Who has access to your data?

- The Club Managers
- Designated BLT&SRC committee members for the purposes of consensual Club related activities including tournaments and box leagues.
- Our IT providers Elite Sport (Membership database and website) and Payne automation (Court booking system) who are subject to their own privacy policies.

How we use personal data

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. Your data will only be used for:

1. **CONTRACTUAL AND LEGITIMATE REASONS**, for example;
 - Administration of your Club membership, including sending subscription renewals, taking payments for subscriptions and confirmation of receipt of payments
 - Fulfilment of orders for goods and services relating to the Club e.g. court bookings
 - Informing you about court / facilities opening hours
 - Administration and taking payment for room hire bookings at the Club
 - Research and statistical analysis about who is playing tennis and/or squash & racketball, or who is a social member of our Club
 - Administering LTA and England Squash memberships
 - Increasing use of the Club's facilities and participation in the game generally
 - Storing your details on the software platform we use for our online Club member management database / court booking system. Please note that your own use of

the software or system is subject to the Terms and Conditions and Privacy Policy published on that site

2. **LEGAL REASONS** to allow the Club to fulfil any legal obligations such as health & safety, insurance or child protection.

3. **BENEFIT REASONS** to provide, with your consent, information on benefits arranged as part of the membership. This will include, but is not limited to;
 - Communication about tennis and/ or squash & racketball related activities that we think may be of interest to you e.g. organised social playing sessions, Club tournaments, Open Days, matches etc.
 - Communication about coaching courses held at the Club that we think may be of interest to you
 - Communication about Club social events that we think may be of interest to you
 - Administration of the Wimbledon ballot
 - Requests for help with the smooth running of the Club or assistance with a particular skill or task for a Club related project

When collecting your personal data, we'll always make clear to you what you are consenting to.

CCTV

We use CCTV around the club for security and health and safety purposes. There are several cameras externally in the grounds of the Club as well as a camera on each of the indoor tennis courts and one in the Fitness & Conditioning Suite. These systems are only used for the purpose they are intended for, i.e. detecting crime and ensuring members and are guests are safe in enclosed spaces and are only viewed by the Club Managers and the police.

Your marketing preferences

The Club 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:

- Administration of your Club membership, including sending subscription renewals, taking payments for subscriptions and confirmation of receipt of payments
- Fulfilment of orders for goods and services relating to the Club e.g. court bookings
- Administration and taking payment for room hire bookings at the Club

You will have the option to receive additional emails from us that are strictly only Club related and essential to the smooth running and success of the Club, as well as intended to maximize the value of your membership. Examples of these communications will include information about:

- Formal meetings e.g. the AGM
- Tennis, squash & racketball related activities including organized social playing sessions, tournaments, box leagues, coaching courses, matches etc.
- Housekeeping issues e.g security, Club opening hours or closures, car parking, cleaning, changing rooms, technology problems etc.
- Playing events at the Club
- Social events at the Club
- Wimbledon Ballot
- Club room hire

You are in control of how we communicate with you. You can update your contact details and/or preferences by contacting us at:

- Telephone: 01442 863393
- Email: manager@bltsrc.co.uk
- Post: BLT&SRC, Broadwater, Lower Kings Road, Berkhamsted, Hertfordshire HP4 2AL.

You can expect to have the information held by the Club on you or your family amended by any of the methods above within a reasonable time.

Sharing your information with others

We do not sell or share your personal data with any other organisations or third parties other than as set out below.

Personal data collected and processed by the Club may be shared with the following third parties, where necessary:

- Relevant designated BLT&SRC committee members for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled and where your details have been willingly given by you – e.g. Club tournament, box leagues, and match secretary or team captain.
- Relevant Club coaches, for the purposes of cross checking course participants with the Club's membership database and for any emergency/parent contact numbers if needed.

How we protect your data

We know how much data security matters to all our members. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

- Access to your personal data is password-protected. Only the Club Manager and dedicated box leagues organisers have access to this data. They may only use your data for the exact purposes required in our contract with you.
- If you have given consent for your phone number and email address to be searchable by other Club members (either online or via the screen at the Club) for the purpose of organising box league or tournament games, this information is also password-protected.
- Hard copies of any personal data eg. Membership forms, Club tournament draws etc. submitted to the Club are securely stored and shredded once the information has been uploaded to our secure Club database or other online application.
- All spreadsheets containing personal data that are required to be sent to a designated committee member or coach in relation to a specific matter will be encrypted.
- Credit/debit card details are destroyed/deleted once a transaction has been completed.

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 are a member at BLT&SRC and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your rights

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

- Request access to your personal data (commonly known as a "data subject access request"). 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.

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 Manager:

- by email: manager@bltsrc.co.uk

- by telephone: 01442 863393
- or by post: BLT&SRC, Broadwater, Lower Kings Road, Berkhamsted, Hertfordshire HP4 2AL

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.

Please note that the BLT&SRC Privacy Policy is independent to the privacy policies of our partners; The Berkhamsted Elite Academy (BETA), Berkhamsted Tennis Academy, The Berkhamsted Prestige Tennis Academy (BPTA) and BEST Academy. Please contact these organizations directly for information about their individual policies.