



CHESHAM BOIS LAWN TENNIS & SQUASH CLUB

Woodfield Park
(The Beeches)
Amersham
HP6 5QQ
Tel: 01494 432932

Email: manager.cbltsc@btconnect.com
www.cbltsc.com

Privacy Policy for Members

For the purposes of Data Protection Legislation the Controller is CBLTSC Limited t/a Chesham Bois Lawn Tennis & Squash Club (the "Club") of Woodfield Park (The Beeches), Amersham, Bucks HP6 5QQ.

About this document

This Privacy Policy sets out the way we process your Personal Data and we have created this Privacy Policy to make sure you are aware of how we use your Personal Data as a member of the Club. The Club is a members club and a company limited by guarantee. The purpose of the Club and membership thereof is to provide facilities for playing tennis and/or squash for the Club's members and to a very limited extent guests, to provide coaching for tennis and squash on an individual or group basis, together with ancillary activities such as fitness and aerobic training, and to provide social activities via the Club's bar facility and social events, organised on behalf of the Club or third parties for the benefit of members and guests. In order to accomplish the said purpose it is necessary for us to obtain and store certain limited Personal Data about the Club's members, as set out below, and this information will be held by the Club as being in the legitimate interest of the Club. In order to fulfill the Club's contractual obligations with its members, it may also be necessary to hold Personal Data for contractual reasons.

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 Club's management software or court booking system, 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 Lawn Tennis Association (LTA) or Squash England (for example, where the LTA or Squash England passes on your details to us in connection with a complaint or query you have raised about the Club).

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);
- An indication of your age as required to determine your category of membership
- 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 Club facilities).

We may also collect Personal 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 Club social event or a course/camp. In this regard, we should emphasise that the Club supports sport for persons of all physical abilities, including persons with any impairment.

How we use Personal Data

Personal Data provided to us will be used for the purposes set out at the time of collection, in accordance with the purposes stated in this Privacy Policy and where relevant, in accordance with any preferences you express.

More generally, we will use your Personal Data for the following purposes:

- Administration of your Club membership, including:
 - informing you about court / facilities opening hours;
 - communication with you regarding team tennis or squash;
 - taking payment of membership fees;

- Fulfilment of orders for goods and services, including court bookings;
- Administration of the Wimbledon ballot;

Where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you and in respect of the requirements or your British Tennis Membership (“BTM”);

- Research and statistical analysis about who is playing tennis at the Club;
- Communication about the Club’s activities that we think may be of interest to you, including social events;
- Storing your details on the software platform we use for our online Club member management database, court booking system and fob payment system for bar, court and ancillary payments. Please note that your own use of the software or system of the third party member management database is subject to the Terms and Conditions and Privacy Policy published on the third party’s site;

Where this is necessary for the Club’s legitimate interests (for example in increasing use of our facilities and participation in the game generally);

- Promoting the Club and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organisers of tennis and squash 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.

Protection of Junior Members (under 18 years of age)

It is in the legitimate interest of the Club to be able to store Personal Data in order to fulfill the purposes of the Club in respect of junior members of the Club. However, in order to protect the interest of junior members, we require the Personal Data, including contact and financial information held in respect of junior members to be those of a parent or guardian. No Personal Data, including images relating to a junior member, will be shared with any other

Club members or third parties without the prior informed consent of a parent or guardian of the junior member, save for the age category of the junior member and membership reference number to BTM and/or Squash England, in so far as this is necessary for the legitimate interests of the Club.

Your marketing preferences

We 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 the Club. 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, information about venue closures and holiday opening hours and information about team and social events organised by the Club.

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

Email: manager@cbltsc.com

Post: Woodfield Park (The Beeches), Amersham, Bucks HP6 5QQ

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, any provider of membership management services, including the supplier of our membership management data base.

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 Club membership 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 Personal 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 our Club Manager:

- by email: manager@cbltsc.com;
- or by post: Woodfield Park (The Beeches), Amersham, Bucks HP6 5QQ.

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 Legislation from the Information Commissioner's Office website: www.ico.org.uk.



Stephen Ellis-Jones
Club Chairman

22nd May 2018