

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Merrow Lawn Tennis Club (the "Venue") of Merrow Lawn Tennis Club, Epsom Road, Guildford, Surrey, GU4 7AA.

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 our tennis venue.

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 Venue's club 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 a parent or guardian who must manage the membership of junior members.
- From the LTA (for example, where the LTA passes on your details to us in connection with a complaint or query you have raised about our Venue).
- Your photographic image may be taken while taking part in activities at the club. These may be displayed in the clubhouse, in the newsletter, on social media or on the website.
- Your image will be captured by CCTV cameras while you are at 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).
- 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 Venue facilities).
- Your photographic and/or video image.
- We may also collect 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 Venue social event or a course/camp.

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.

More generally, we will use your personal data for the following purposes:

- Administration of your Venue membership, including:
 - informing you about court / facilities opening hours.
 - taking payment of membership fees.
- Fulfilment of orders for goods and services, including court bookings.
- Providing information to the LTA as to who the committee members are and who the coaches are.
- where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you.
- Research and statistical analysis about who is playing tennis in our Venue.
- Communication about our Venue activities that we think may be of interest to you.
- Storing your details on the software platform we use for our online Venue 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.
- where this is necessary for our legitimate interests (for example in increasing use of our Venue's facilities and participation in the game generally).
- Promoting our Venue and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organisers of tennis 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.

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 our Venue. 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 and information about venue closures and holiday opening hours.

You are in control of how we communicate with you. The personal information in our membership system and court booking system is available for you to view and amend yourself by logging into the appropriate system with your username/ID and password. If you have any problems doing this please contact the Club Administrator on merrowlta@gmail.com. You can also update your choices and/or your contact details by contacting us at:

Email: secretarymltc@gmail.com
Post: The Secretary, Merrow Tennis Club, Epsom Road, Guildford, GU4 7AA

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 committee members and volunteers, for the purposes of administering your membership, providing information by e-mail 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 and our external Court Booking software supplier
- As stated at the time of membership subscription your name, e-mail address and phone number are shared only with other club members who have court booking rights subject to your agreement. This consent can be withdrawn at any time.
- Other selected club members where we may provide your name, email and/or telephone number to facilitate your participation in box league, intra-club playing events and club sessions. Access to these data items is not accessible by the general public. We make this personal data accessible to other Club members who participate in such events through email and/or WhatsApp groups. It is a condition of your entry into the box league and intra-club playing events that you agree to this limited use by us of your personal data.
- Law enforcement authorities when at their legitimate request we may make our CCTV security camera video data available to the police.

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 Venue membership and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

CCTV

MLTC operates a CCTV system to deter crime and vandalism and provide a sense of security to its members and to monitor the use of the courts against court bookings.

There are 7 CCTV cameras operating on a 24-hour basis around the clubhouse and courts. There are signs around the grounds and clubhouse that a CCTV system is in operation.

Only certain members of the committee have access to the CCTV system. This is the Chairman, Treasurer and Secretary.

The CCTV footage is saved for a maximum of 30 days thereafter it will automatically be deleted. Images may be retained for a longer period if it is required as part of a criminal investigation or court

proceedings (civil or criminal) or other bona fide use as approved by Merrow lawn Tennis Club Committee.

All individuals with access to the system have been instructed not to share, save or distribute ANY imagery captured by the CCTV system.

Those accessing the system can only do so for its intended purpose which is to provide security for contents within the tennis club and grounds.

Individuals whose images are recorded and stored by the CCTV system shall have the right to request and receive a copy of personal data processed by the system. Such requests shall be made in writing to the Club Secretary within 29 days of the image being captured and a record of the request will be kept and the committee be notified at the next meeting.

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:

Email: secretarymltc@gmail.com

Post: The Secretary, Merrow Tennis Club, Epsom Road, Guildford, GU4 7AA



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.

Reviewed: 30th June 2022

Next Review: June 2025