A logo of a tennis club

Description automatically generated

Privacy Document

**Privacy Policy**

For the purposes of the General Data Protection Regulation (“GDPR”) and UK data protection laws, the controller is Downshire Tennis Club, 18 Park St, Hillsborough BT26 6AL.

**About this document**

This privacy policy sets out the way we process your personal data as a member of Downshire Tennis Club, and we’ve 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 the UBTI (for example, where the UBTI passes on your details to us in connection with a complaint or query you have raised about our 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). We will also collect data about your child’s health or medical conditions, where you have volunteered this, for example so that we can cater for your child when they attend a Club 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.

DTC will process personal data for:

* Managing membership subscriptions and renewals
* Taking payment of membership fees
* Providing you with access to club facilities via the court booking system
* Providing and administering specific services you have registered for e.g. classes, club events, tournaments etc
* Managing member contact details and enabling members to contact each other when organizing teams and matches.
* Reporting of participation and any incidents and of figures and trends (including equality and inclusion information)
* Dealing with medical needs/specific requirements
* Quality and improvement monitoring
* Safeguarding purposes
* Informing you about club policies and rules
* Informing you about coaching events, club events and other club matters
* Storing your details on the software platforms we use for:
  + our online member management database (Rackspace/Acebook)
  + court booking (Acebook)
  + adult classes and squad coaching sessions (Acebook)
  + tournament entries (Tournament Software)
  + online payment systems (Stripe).
  + Newsletter systems (Acebook)

Please note that your own use of these platforms is subject to the Terms and Conditions and Privacy Policy published on each platform’s website.

**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 for us to fulfil our contractual obligations to you as a member at Downshire Tennis 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 and information about venue closures and holiday opening hours.

Club tennis events, social events, tournaments, updates, and Committee communications.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting via email at [info@downshiretennis.co.uk](mailto:info@downshiretennis.co.uk).

**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 Management Committee 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, payment and court booking software providers.

**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 two 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.

**Children under thirteen**

Our Services are not intended for use by children under the age of 13 without parents or guardian’s consent. Children aged 13 years and over may lawfully provide their own consent for the processing of their personal data; an adult with parental responsibility must provide consent for processing if the child is under 13. We do not knowingly collect personally identifiable information from children under 13. If you become aware that a child has provided us with Personal Information, please contact us as set forth in this Privacy Policy.

**Use of cookies**

The Downshire Tennis website may use “cookies” to help you personalise your online experience. A cookie is a text file that is placed on your hard drive by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the server that you have returned to a specific page. For example, if you personalise the Website pages, or register with the Website site or services, a cookie helps the Website to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Website, the information you previously provided can be retrieved, so you can easily use the Website features that you customised.

We may use any of the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

**Analytical/performance cookies**. They allow us to recognise and count the number of visitors and to see how visitors move around the Website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

**Functionality cookies**. These are used to recognise you when you return to the Website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

**Targeting cookies**. These cookies record your visit to the Website, the pages you have visited and the links you have followed. We will use this information to make our website and, if applicable, any advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services, online payment systems, the online shop or competition management systems) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to access all or parts of our site or to fully experience the interactive features of the Downshire Tennis services or websites you visit.

**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 Secretary via [info@downshiretennis.co.uk](mailto:info@downshiretennis.co.uk)  
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](http://www.ico.org.uk/).