



**SURREY.TENNIS**

Supporting tennis locally to grow the game

## Data Protection Privacy Notice

(Individuals other than Employees, Volunteers and Officers)

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Surrey Tennis, of National Tennis Centre, 100 Priory Lane, Roehampton, SW15 5JQ (the "Association").

### About this document

This Privacy Notice sets out the way we process your personal data. We have created this document to ensure you are aware of how we use data you have supplied to us or to the LTA in order for us to provide tennis services to you.

Any queries on the content of this document should be referred to the Surrey Tennis Data Protection Manager:

Deborah Slater

E-mail: [admin@surrey.tennis](mailto:admin@surrey.tennis)

Phone: 020 8487 7036

Address: 100 Priory Lane, Roehampton, SW15 5JQ

This document consists of the following sections:

- How we collect your information
- The types of information we collect
- How we use personal data
- How we hold and store your personal data
- Your marketing preferences
- Sharing your information with others
- Your rights

### How we collect your information

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

- Directly from you when you provide information via the Association's management software or contact us by email, phone or otherwise for any reason, for example
  - when you enter a competition, tournament or league run by us (for example Surrey Leagues, County Championships, Junior Trophy, etc.),
  - sign up for a course or workshop run by us,
  - reply to an invitation to attend a Surrey Tennis event (for example County training, Awards Ceremony, etc.),
  - when you fill in an application for membership, for example LTA Venue Registration,
  - reply to an invitation to purchase Wimbledon Championship tennis tickets or other similar tickets,
  - provide support, financial or otherwise, to us or request such support from us, (for example Great British Tennis Weekend Offer, Tournament Subsidy, Venue grant or loan, Coaches Bursary.)
  - when you make enquiries on our website, or
  - when you interact with us as a user of any other Surrey Tennis Service;

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**Surrey Tennis** The National Tennis Centre, 100 Priory Lane, Roehampton SW15 5JQ [www.surrey.tennis](http://www.surrey.tennis) Tel: 020 8487 7036

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- From someone else who has applied for services on your behalf (for example a family member or your tennis coach who has provided us with your contact details for that purpose);
- From your British Tennis Membership record, as made available to Surrey Tennis by the LTA,
- 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 a Surrey Tennis service/event).

### **The types of information we collect**

We may collect the following types of personal data about you:

- Contact and communications information, such as email address(es), telephone numbers, postal address(es) and records of communications and interactions we have had with you;
- Financial information, including Direct Debit details;
- Certain other information required when making use of our services (for example, British Tennis Membership number, Tennis Role, age/date of birth, Club memberships, coach accreditation status).
- 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 Surrey Tennis social event or competition/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:

- Promoting and administering Surrey Tennis services you may be interested in, for example,
  - county training, county and LTA run competitions and Awards ceremony,
  - membership of groups, such as Surrey Coaches Group, Surrey Disability Forum,
  - subsidies, grants and loans,
  - equipment purchase / loan schemes,
  - publishing results and photos of events and competitions on our website, Facebook page, Twitter account and/or Instagram account;where this is necessary for our legitimate interests and/or where we have your consent, as applicable.

- promoting goods and services of third parties
  - LTA initiatives,
  - 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 the legitimate interests of a third party, and/or where we have your consent, as applicable.

- Administration of your Surrey Tennis service, including:
  - confirming dates, times, venues and your attendance at events and/or competitions you have entered,
  - ensuring the provision of suitable facilities (food, accommodation, etc) when attending a Surrey Tennis event,

- administration of Wimbledon tickets,
- to pay approved expenses incurred at a Surrey Tennis event,
- administering applications from you for financial support from Surrey Tennis,
- when you are engaged as a coach for any of the teams representing the Association, for the purpose of that activity,
- arranging events at your venue, such as booking courts for county training, county championships, rooms for forums/courses,
- facilitating communication between you and employees, volunteers or officers of the Association and/ or others engaged with the Association pursuant to its activities.
- facilitating any sponsorship by you of the Association.

### **How we hold and store your personal data**

- Your details will be stored securely in order to comply with General Data Protection Regulation ("GDPR") and UK data protection laws. Please note that your own use of the software or system is subject to the Terms and Conditions and Privacy Notice published on those sites.
- 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 your venue has a valid registration and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

### **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 Association. 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 from the LTA concerning your venue's registration with them or concerning the administration of your venue.
- Communication about any competition or tournament or league which you or your venue have entered or wish to enter.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting Surrey Tennis Data Protection Manager, contact details can be found at the beginning of this document.

### **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 service and giving you access to the Association benefits to which you are entitled,

- our contractors and suppliers, including coaches, and third parties as necessary, i.e. All England Lawn Tennis Club, van hire companies, hotels, Reydon Sports, cloud based IT Service providers, such as Microsoft.
- the LTA,
- other County Tennis Associations.

### **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 Notice or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact our Data Processing Manager using the contact details at the beginning of this document.

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 available at [www.ico.org.uk](http://www.ico.org.uk).



### Version Control

Version Number	Date	Author	Amendments
V1.0	22/05/18	Deborah Slater	New Document