



Surbiton Racket & Fitness Club External After School Tennis Coaching Data Protection & Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Surbiton Racket & Fitness Club Ltd (the "Club") of Berrylands, Surbiton, KT5 8JT.

About this document

This privacy policy sets out the way we process your child's personal data when signing up to an after school club coaching course. We've created this privacy policy to make sure you are aware of how we use your child's data as a participant on one of these coaching programmes.

How we collect your information

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

- Directly from you (the parent, legal guardian or carer) when you fill in an application form for your child's coaching course. (this application acts as a contract between the participant and the Club for this specific course,) when you make enquiries on our website, or when you interact with us during the time your child is participating in their after school club coaching course.
- When you browse the Club's website, you do so anonymously. Personal information including your email address is not collected. Where we ask for your name, email and postal address on certain forms on this site we promise to use it only where we need to get back to you - such as to answer a question. You will not be added to any mailing list without your express permission.

The types of information we collect

We may collect the following types of personal data about your child:

- Contact and communications information, including contact details. This includes email address(es), Date of birth, telephone numbers and postal address(es), emergency contact numbers, school class, collection information and records of communications and interactions we have had with you);
- Data about your child's health or medical conditions which you volunteer, on the application form.

How we hold your personal data

The Club will hold the information collected above electronically on the following systems;

- Volley (Evolve Data Systems)- Coaching programme management software
All the personal information mentioned above to be used in relation to you/your child's coaching course application. Data is held in line with Volley's own privacy policy.
- Mailchimp- E-newsletter software
Name and email address held in line with Mailchimp's privacy policy, for sending tennis coaching newsletters and information. Only data of those who have opted in for communication will be held on this software.

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 after school coaching course contract, including:
 - booking confirmations
 - informing you about timings/ start dates and cancellation of classes.
 - taking payment fees
 - course renewals
 - creation of registers for coaching groups
- Fulfilment of orders for goods and services in relation to your booking;
- Communication about our other coaching activities (when opted in to receive this)

- Storing your details on the software platform we use as our coaching management databases.
where this is necessary for our legitimate interests (for example in increasing use of our Club's facilities and participation in the game generally);
- Promoting our Club and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organisers of related sporting or social 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/your child as an after school club coaching course participant. Examples of these essential service communications are:

- Records of transactions, such as payment receipts.
- Coaching contract related mailings such as your renewal reminders and notices of term dates and cancellations or any other amendments to the class.
- Progress reports.

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

Contact: Jess Starkey
 Telephone: 0208 399 1594
 Email: jess@surbiton.org
 Post: Jess Starkey, Surbiton Racket & Fitness Club, Berrylands, KT5 8JT

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, for the purposes of administering your after school club coaching course contract and giving you access to any benefits to which you are entitled.

- The school who we are providing the after school club for in order to notify of attendees for drop off and collection information, and any other necessary information during the duration of the course.

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 coaching course data, this means we retain it for so long as you/ your child are part of the coaching programme and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes). If you leave the coaching programme you will still receive emails regarding coaching courses, camps and events, you can opt out of these emails at any time, by following the unsubscribe link at the bottom of any communication.

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 Jess Starkey:

- by email: jess@surbiton.org;
- by telephone: 0208 399 1594;
- or by post: Jess Starkey, Surbiton Racket & Fitness Club, Berrylands, KT5 8JT

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.