



## **Surbiton Racket & Fitness Club Internal 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 / your child's personal data when signing up to a coaching course. We've created this privacy policy to make sure you are aware of how we use your/ your child's data as a participant on one of our coaching programmes.

### **How we collect your information**

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

- Directly from you, when you fill in an application form for a 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 your time at the Club. (for example, where you enter a competition, renew your coaching course, sign up for a new course, event or lessons);
- For a child by their parent, legal guardian or carer, when you fill in an application form for a coaching course on their behalf (this application acts as a contract between the participant and the club for this specific course)
- From someone else who has applied for a coaching course contract on your behalf, (for example a family member, partner or family member)
- 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 Club).

- 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 you/ 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, collection information and records of communications and interactions we have had with you);
- Certain other information which you volunteer when making use of the Club facilities for your usage benefits;
- Data about your/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.
- Clubspark (Sportslabs Technology Ltd)- Coaching programme management software for specific courses and events. 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 Clubsparks's own privacy policy.
- Mailchimp- E-newsletter software  
Name and email address held in line with Mailchimp's privacy policy, for sending tennis coaching programme 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 coaching course contract, including:
  - Course 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;
- Research and statistical analysis about who is playing tennis in our Club;
- Communication about our coaching activities (when opted in to receive this)
- Storing your details on the software platform we use as our coaching management databases. Please note that your own use of the online clubspark 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 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 a coaching programme 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 coaching course contract and giving you access to any benefits to which you are entitled.
- Any provider of coaching programme management services
- Our contractors and suppliers, including coaches and personal trainers when there is legitimate interest shown

## **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.

## **CCTV**

The Club has CCTV in operation for the purpose of security, crime detection and the health and safety of the users of the Club, whether members or guests.

Clear signage is displayed around the site to inform that CCTV is operation. Images are recorded and encrypted when stored on a secure hard drive with password protection.

Screens displaying live or recorded footage will only be viewed by authorised individuals and are in situated in a secure office.

Footage will be stored for 30 days for crime detection purposes and after this point will be permanently deleted.

## 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 CCTV footage of images where you are present. If supplying this footage the Club will not disclose any personal data of another data subject apart from the requester.
- 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](mailto: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](http://www.ico.org.uk).