



Pavilion and Avenue Tennis Club - Privacy Policy

1. About us

- 1.1 For the purposes of data protection legislation, Pavilion and Avenue Tennis Club (“the Club”, “we”, or “us”) is the data controller responsible for the security and protection of your personal data. This policy describes how we use your data and what your rights are in relation to it.

2. Types of personal data

- 2.1 The personal data we process about you is as follows:

- Contact details and any information provided as part of your membership application.
- Contact details provided to join the waiting list (and payment details for future payment).
- For those under 21, date of birth, gender and parent’s contact details.
- Information required to register with the Club’s management software (e.g. court booking system) – password and account details.
- Information regarding your visits to the Club, use of the Club’s services/ facilities and participation in Club events, leagues and competitions.
- Where you choose to provide it, information relating to your health and fitness.
- Where you choose to provide it, information relating to your financial circumstances, e.g. for payment plans.
- Bank account information for purchases, payments and refunds.
- A record of any correspondence between you and us, and any complaints submitted in relation to your membership.
- LTA membership where relevant.
- Information on accidents/incidents.
- DBS checks (certificate number, level of check and date of issue) for those working with children.

3. How we collect and/or receive your personal data

- 3.1 We collect your data in a several different ways.

- Directly from you, when you fill in an application for membership or if you make enquiries to the club.
- When you provide information via the club’s management software, for example, our court booking system.
- When you provide information to us during your time as a member in various other ways (for example, where you enter a competition/league, renew your membership, sign up for squads or lessons).
- From someone else who has applied for membership on your behalf (for example a family member).

4. What we use your personal data for and our lawful basis for holding it



- 4.1 We use your data to manage your membership and facilitate participation in club activities.
- 4.2 Under data protection legislation we must explain our “lawful basis” for processing your data. The conditions we use are listed in the legislation and are as follows.

Lawful basis	Further details
<i>Necessary in the performance of a contract</i> (your membership with us is a contract).	We need some of your data to allow us to comply with our obligations under the contract between you and us - for example, your contact details, profile information and payment information.
<i>Legitimate interests</i>	In some instances, we process your data because we have a legitimate interest in doing so, i.e. for the running of the Club. However, we can only do this where it does not disproportionately affect your rights. For example, we use this legal condition to justify the operation of CCTV.
<i>Consent</i>	In some instances, we use “consent” as our legal basis, e.g. making your contact details available on the members’ directory. You can withdraw that consent at any time.

- 4.3 Where you notify the Club about any medical details/allergies/special needs we only process this information based on your consent to do so, and/or to comply with our health and safety obligations. Where the health data relates to a child (an individual under the age of 18), the consent will only be valid if it is given or authorised by an adult with parental responsibility for the child.

4.4 *Membership directory*

Your contact details will appear in the members directory only if you opt in to this at application or application renewal stage. Juniors’ contact details will not be made available unless specifically requested.

You can opt out of your details (name and contacts) appearing in the directory at any time by changing your preferences on the online booking app (ebookingonline.net). You can manage your contact preferences via the online booking app.

- 4.5 Your personal data may be accessed and used by the Management Committee and staff to the extent that is necessary in the proper performance of their duties in connection with the Club.
- 4.6 In all circumstances, your personal information will only be used by us for purposes consistent with the aims and efficient running of the Club and in accordance with this policy.

5. **Who we share your data with**



5.1 We won't share your data with any third parties without your consent apart from the following:

- Where we use third party service providers to assist in the running of the Club, for example, Clubspark (courses and links to junior programmes) or the Club's software providers (booking platform, competition providers etc).
- Should we be legally obliged to do so for safeguarding, or health and safety reasons.
- For the prevention and detection of crime.
- In circumstances where we may transfer your personal information to a third party as part of a sale, or any restructuring, or reorganisation of the Club's business.

6. How long do we keep your data for

6.1 We keep your data for as long as you are a member and then for 7 years afterwards. CCTV images are retained for 45 days. Information on accidents/incidents are kept for 3 years, and in the case of children, until they reach 21 years of age.

7. CCTV at the Club

7.1 We operate CCTV in the Club both externally in the grounds and internally in the main clubhouse area. The CCTV does not record audio.

7.2 We operate CCTV for the following reasons:

- For the prevention and detection of crime.
- To promote the security of the grounds and individuals
- For health and safety purposes.
- To support compliance with court booking rules.
- To support our safeguarding obligations

7.3 CCTV signage is in place around the Club to alert members and visitors to its operation.

7.4 The CCTV system is held securely behind the bar (the bar is locked when not staffed). Only specific members of the Management Committee, our staff and coaches are designated to access CCTV images. They will only do so where there is a legitimate reason to view and/or otherwise use the footage for the reasons listed in 7.2.

7.5 For the purposes of prevention and detection of crime, we may also provide access to the police in specific instances.

8. Filming and photography

8.1 Please see our Photography and Filming Policy on our website.

9. Your rights in relation to your data

8.1 Transparency: You have the right to be informed about how we are using your data. If you think we are doing something with your information that we have not told you about in this Privacy Notice, you can object to this.



- 8.2 Access: You can request access to a copy of the personal data that we hold about you.
- 8.3 Objection: You can object to the processing of your personal data. If we are processing data based on your consent, you can withdraw this consent at any time.
- 8.4 Rectification: If you think that the personal data we hold about you is inaccurate or incomplete, you have a right to request that it be rectified.
- 8.5 Erasure: You can ask us to delete your personal data. Though if we still need it and we have a lawful basis for processing, we can refuse this request.
- 8.6 Appeal: If you are not satisfied with the way that we have dealt with your personal data, please let us know and we will try and resolve your concerns. If you are still not satisfied, you have the right to appeal directly to the regulator – the Information Commissioners' Office, www.ico.org.uk
- 8.7 We will do our best to comply with any requests to exercise these rights within 7 days. However please note that data protection legislation requires us to respond to any requests within one calendar.

9. Notification of any changes to this Privacy Policy

- 9.1 We will post any changes to this policy on the website.

If you have any questions about this Privacy Policy or would like to exercise any of your rights, please contact admin@pavavetennishove.com