

PRIVACY STATEMENT



For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is OLD COLLEGE LAWN TENNIS AND CROQUET CLUB LIMITED (the "Venue") of 10 Gallery Road, Dulwich, London SE21 7AB

About this document

This privacy policy sets out the way we store and process your personal data. It has been created to ensure you are aware of how we use your data as a member of our 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 form 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, or 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 LTA or Croquet Association (for example, where the LTA or Croquet Association passes on your details to us in connection with a complaint or query you have raised about our Venue).

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
- Your date of birth
- Your gender

We may also collect data about your health or medical conditions, where you have volunteered this, so that, for example, we can cater for you when you attend a Venue social event or a course/camp.

How we use personal data

Personal data provided to us will be used for the purposes set out in this document and, where relevant, in accordance with any preferences you express. More generally, we will use your personal data for the following purposes,:

- Administration of Venue membership, including:
 - informing you about facilities, courts, or opening hours;

- the sharing of information about Venue development and Venue projects, to include occasional members emails and members newsletters
- taking payment of or making enquiries of you in respect of membership fees;
- Fulfilment of orders for goods and services, including court bookings;
- Administration of the Wimbledon ballot;

where this is considered necessary for the performance of your membership contract (including any written terms and conditions relating to your membership) and the good governance of the Venue generally for the benefit of you and other members

- Research and statistical analysis about who is playing tennis and/or croquet in our Venue;
- Communication about our Venue activities that we think may be of interest to you;
- Storing your details on the software platform we use for our online Venue member management database / court booking system where this is necessary for the Venue's legitimate interests (for example in increasing use of our Venue's facilities and participation in the game generally);
- Promoting our Venue and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organizers of tennis 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.

Storage of Data

All Data will be stored on a password protected platform

Access to Data

Stored password protected Data will be limited to the Facilities and Communications Manager, the Membership Secretary appointed to the Club Committee from time to time, the Chair of Croquet appointed to the Club Committee from time to time, and the Venue's Head Coach of Tennis.

Your marketing preferences

We will respect your wishes regarding the 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 to you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a member of our Venue. Examples of these essential service communications are:

- Records of transactions, such as payment receipts;
- Membership related mailings such as your membership renewal reminder, notices of formal meetings, and information about venue closures and holiday opening hours or any other restrictions on facilities usage.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting the Executive Secretary from time to time at; Executive Secretary, Old College Lawn Tennis and Croquet Club Ltd, 10 Gallery Road, Dulwich, London SE21 7AB

Sharing your information with others

We do not sell your personal data for other organizations to use.

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 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
- The Venue's appointed accountants for the purpose of facilitating membership renewal and financial reporting.
- Mycourt court booking system
- Mailchimp for the purpose of sending electronic communication to members from time to time

The Venue has installed a CCTV system in the Clubhouse for crime deterrence purposes. It has a storage capacity of 30 days and overwrites itself when it reaches capacity.

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it. This means that for most memberships we will retain your personal data for so long as you have a valid Venue membership and thereafter for a period of 2 (two) years after your membership expires or your last interaction with us (for accounting, tax reporting purposes, record-keeping purposes, and to facilitate former members re-joining the Venue).

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 the Executive Secretary at the address stated above:

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.