



Carshalton Lawn Tennis Club

Privacy Policy- General Data Protection Regulations

Carshalton Lawn Tennis Club is required to have a Privacy Policy Under the Data Protection Act 1998 and this will be superseded by General Data Protection Regulations 2018

Your privacy is extremely important to us so we want you to know exactly what kind of information we collect about you and how we use it.

This Privacy Policy governs the manner in which Carshalton Lawn Tennis Club (“the Club”) collects, uses, maintains and discloses information collected from users of the www.carshaltontennis.org website (“the Site”) and members of the Club (collectively referred to as “Users”).

Carshalton Lawn Tennis Club uses Clubspark for court bookings and for membership fee collection

This privacy policy applies to all products and services offered by the Club.

For the purposes of the Data Protection Act 1998 (the Act) the data controller is Carshalton Lawn Tennis Club.

Please take the time to read and understand this policy, and bear in mind that by using our websites and mobile apps, or contacting us by telephone or providing information to us in person at the club or by way of social media, you agree to its terms.

Information that we collect about you?

- Name
- DOB
- Contact information including email address

- Demographic information such as postcode, preferences and interests
- We may ask for details of your child's health to ensure the well-being of your child when on our coaching programme. Apart from this the Club will not collect sensitive personal data except where required to by law
- We may ask for details of your disabilities to ensure we are able to meet your needs
- Other information relevant to customer surveys and/or offers

How we collect the information

- By you filling in our membership application forms, competition, or league or other event entry forms, coaching forms, or any other paper-based forms.
- By you using other internet applications or software used by the Club such as Club Spark or any other software used by the Club for the purpose of leagues, court bookings, coaching, membership or other purposes.
- You may also provide information to us by phone or email.
- You may also provide personal information by visiting our website <https://www.carshaltontennis.org>

How we use information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To inform you about membership benefits
- To advise re court bookings
- To Confirm or advise re coaching sessions
- To give information about the Club and the services that we provide
- To send you emails with details of news and events about the Club
- To send you occasional questionnaires relating to the Club or its services
- To send you details about renewal of your membership by email
- To send you papers regarding Annual General Meetings, Extraordinary General Meetings or any other meetings of the Club
- To display information of the names of the Club Coaches and committee membership
- To display information on the site or on software operated by the Club of team, tournaments and ladder leagues
- To collate information to enable us to administer the Club and the Site and other software used by the Club

Information about you displayed in the Club house

The Club will display your name and contact telephone number on the notice board in the Clubhouse for members to make easy contact with you. If you do not want your information to be displayed in the Club please contact the Club direct by email at info@carshaltontennis.org or by letter to [Carshalton Lawn Tennis Club 60-62 Beeches Avenue Carshalton Surrey SM5 4PE](#)

Where the member is a child, we will display the parents/guardians telephone number

Photographs

The Club may take photographs and these may be published on the Club website, social media platforms etc, or be displayed at the Club. We will not display such photographs unless we have the written or verbal consent of an adult or written parental permission of a child, to use such photographs.

How long do we keep your information?

To make sure we meet our legal data protection and privacy obligations, we only hold on to your information for as long as we actually need it for the purposes, we acquired them in the first place (as set out above).

In most cases, this means we will keep your information for as long as you continue to use our services, and for a period time afterwards

After that we will either delete it or anonymise it so that it cannot be linked back to you.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

By using our website, you accept the use of our cookies., They do not collect personal information about you the user. The data they produce, we use to improve our website to make your visit easier and more enjoyable.

Security

Carshalton Lawn Tennis Club is committed to ensuring that your information is secure. Only authorised Carshalton Lawn Tennis Club Committee members are permitted to access personally-identifiable information and these people are required to treat this information as confidential.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Links to other websites

Our website may contain links to other websites of interest like Lawn Tennis Association (LTA). However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to Carshalton Lawn Tennis Club [Between 60-62 Beeches Avenue, Carshalton SM5 3LW](#)