

SUNDRIDGE PARK

TENNIS • PADEL • SQUASH

GDPR: Personal Data Policy

GDPR Personal Data Policy	Last Review Date: January 2025 (review/amendments by R Jones)
Written by LTA, JD/ FK	Next Review Date: January 2027

GDPR Personal Data Policy

For the purposes of the General Data Protection Regulation (GDPR) and UK data protection laws, the controller is The Sundridge Park Club (the “Venue”) of Lawn Close, Bromley, Kent BR1 3NA.

About this document

This privacy policy sets out the way we process personal data and we have created this privacy policy to make sure you are aware of how we use your data as a member of our tennis venue.

The types of information we collect

We may collect the following types of personal data about you:

- Contact and communications information, such as your contact details, including email address(es), telephone number(s) and postal address(es) and records of communications and interactions we have had with you
- Financial information, including direct debit details
- Certain other information which you volunteer when making use of your membership benefits – for example, when making court bookings or making use of other venue facilities.

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

We use pictures and videos that appropriately celebrate the tennis, squash, padel and social activities at the Club, where there is a legitimate interest. If you do not want yourself or your child/children to be photographed, please communicate this to the honorary secretary (details below in *Your marketing preferences* and *Contact and complaints*).

How we collect your information

We may collect your personal data in a few limited ways:

- Directly from you, when you fill in an application for membership; make enquiries on our website; provide information via the venue’s club management software or court booking system; or interact with us during your time as a member in various other ways (for example, when you enter a competition, renew your membership or sign up for a course or lessons)

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- 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 (for example, where the LTA passes on your details to us in connection with a complaint or query you have raised about our venue).

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 Venue membership, including informing about court/facilities opening hours; taking payment of membership fees.
- Fulfilment of orders for goods and services, including court bookings.
- Administration of the Wimbledon ballot.
- Where this is necessary for the performance of a contract with you, including any written terms and conditions relating to your membership.
- Research and statistical analysis about who is playing tennis in our venue.
- Communication about our venue activities that we think may be of interest to you, including via the regular newsletter.
- Storing your details on the software platform we use for our online venue member management database/court-booking system. Please note that your own use of the software or system is subject to the terms and conditions and privacy policy published on that site.
- Promoting our venue and promoting goods and services of third parties (for example, equipment suppliers, operators of coaching courses, and organisers of tennis events) where we think this will be of interest to you. Promotion of our venue may include the use of your image on our external website or social media channels; please ensure you have opted out if you do not wish for this to happen.
- Where this is necessary for our legitimate interests (or the legitimate interests of a third party) – for example, in increasing use of our venue's facilities and participation in tennis, squash and padel generally – and/or where we have your consent, as applicable.

Your marketing preferences

We will always respect your wishes relating to 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 as a member of our venue. Examples of these essential service communications are:

- records of transactions, such as payment receipts or direct debit confirmations (as applicable)

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- membership-related mailings, such as your membership renewal reminder, notices of formal meetings and information about venue closures and holiday opening hours.

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

- Telephone: 020 8464 9106
- Email: honsec@spltsrc.co.uk
- Post: The Sundridge Park Club, Lawn Close, Bromley, Kent BR1 3NA

You can unsubscribe from our enewsletter using the 'Unsubscribe' link at the bottom of the email.

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 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 and LTA and England Squash.
- Authorised club members for the purposes of court booking management, and league, ladder and competition entries.

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 membership data, this means we retain it for so long as you have a valid venue membership and for a period of six years after your last interaction with us (for accounting, tax reporting and recordkeeping purposes). All data is stored online using password-protected software.

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 a correction of the personal data we hold about you. This enables you to have any incomplete or inaccurate information we hold about you amended

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- 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 the 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 that makes you 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 Honorary Secretary or Club Manager:

- Email: honsec@spltsrc.co.uk
- Telephone: 020 8464 9106
- By post: The Sundridge Park Club, Lawn Close, Bromley, Kent BR1 3NA.

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](#).

Related policies

Sundridge Park Tennis and Squash Ltd has several Safeguarding policies. Those most relevant to this policy and available on our website are:

- Safeguarding Policy Statement
- Safeguarding Policy
- Recording and Publishing Images Policy
- Online Safety and Communication Policy, including Social Media Policy

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