

West Heaton

Bowling, Tennis & Squash Club

Prince's Road, Heaton Moor, Stockport, Cheshire SK4 3NQ
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West Heaton Bowling, Tennis & Squash Club

Privacy Policy

About this document

This privacy policy sets out the way we process your personal data and has been created to make sure you are aware of how we use your data as a member of our sports club. It conforms with the General Data Protection Regulation (GDPR).

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 for membership, when you make enquiries on our website, when you provide information for the Club's subscription management system or when you interact with us during your time as a member (for example, when you enter a competition or renew your membership);
- 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 the club).

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, telephone numbers and postal address)
- Financial information, including Direct Debit details;
- Certain other information which you volunteer when making use of your membership benefits (eg availability for competitions)

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 Club membership including taking payment of membership fees;
- Administration of the LTA Wimbledon ballot;
- Where this is necessary for the performance of a contract (including any written terms and conditions relating to your membership) with you;
- Research and statistical analysis about who is playing sport at the Club
- Communication about Club activities that we think may be of interest to you;
- Player registration with local leagues for Bowls and Squash
- Storing your details on the software platform we use for our subscription management system

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 as a member of our Club. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about bar 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 the Subscriptions Secretary

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:

- Club officials for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled.
- Our designated club coaches
- ClubNet Ltd. who act as Data Processors in administering the Club's subscription management system
- GoCardless Ltd who act as Data Processors in facilitating direct debit payments for Club subscriptions

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 membership and for a period of twelve months after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

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.
- Where consent is the basis for our processing your data you have the right to withdraw that consent at any time.
- 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 any member of the club executive committee at Westheaton@hotmail.co.uk or by writing to us at:

West Heaton Bowling Tennis and Squash Club, Prince's Road , Stockport SK4 3NQ

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.