Flackwell Heath Lawn Tennis Club — Privacy Policy

Last updated: 01/04/2026

Flackwell Heath Lawn Tennis Club ("the Club", "we", "us", "our") is committed to protecting the privacy and security of your personal information. This policy explains how we collect, use, store, and protect personal data belonging to members, players, volunteers, coaches, and visitors, in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Flackwell Heath Lawn Tennis Club is a community club based on Straight Bit, Flackwell Heath, HP10. For the purposes of data protection law, the Club is the "data controller" of the personal information described in this policy.

Contact details:

- Data Protection Contact: Club Secretary
- Email: secretary@flackwellheathtennisclub.com

2. What Personal Data We Collect

Depending on your relationship with the Club, we may collect:

- **Membership details**: name, address, date of birth, email, phone number
- **Payment information**: payment references for memberships (processed via bank, not stored by the Club directly)
- **Junior member data**: name, age, parent/guardian contact details, consent forms (see Section 8)
- **Match and league data**: LTA rating, competition results, team selections
- **Photographs and video**: images taken at club events, matches, or on-court sessions for use on our website, social media, or noticeboards
- **Correspondence**: emails, enquiries, complaints, feedback
- **DBS (background check) information**: for coaches, volunteers, and welfare officers working with children or vulnerable adults, where legally required

3. How We Collect Your Data

We collect personal data:

- Directly from you, via membership application forms, emails, or in person
- From parents/guardians on behalf of junior members
- From coaches or volunteers involved in club activities
- From the Lawn Tennis Association (LTA) where relevant (e.g. ratings, affiliation records)

4. Why We Use Your Data (Legal Basis)

We process personal data for the following purposes and legal bases under UK GDPR:

Purpose	Legal Basis
Managing membership and subscriptions	Performance of a contract
Organising matches, leagues, coaching, and events	Performance of a contract / Legitimate interests
Emergency contact and medical information for safety	Vital interests / Legitimate interests
Safeguarding checks for those working with children/vulnerable adults	Legal obligation
Sending club newsletters, updates, and event information	Legitimate interests
Financial record-keeping	Legal obligation
Responding to enquiries or complaints	Legitimate interests

Where we rely on consent (for example, marketing emails or photographs of children), you may withdraw that consent at any time by contacting us using the details in Section 1.

5. Who We Share Your Data With

We do not sell personal data. We may share data with:

- **The Lawn Tennis Association (LTA)**, for affiliation, ratings, and competition entry
- **Coaches and volunteers**, on a need-to-know basis, to run sessions safely
- **League organisers or other clubs**, for fixtures and results
- **Insurance providers**, in the event of a claim
- **Regulatory or safeguarding authorities**, where required by law

We require all third parties to respect the security of your data and treat it in accordance with the law.

6. Where Your Data Is Stored

Personal data is stored securely on committee members' devices. We take reasonable technical and organisational measures to protect your data against unauthorised access, loss, or damage, including password protection and restricted access to committee members only.

7. How Long We Keep Your Data

We retain personal data only for as long as necessary:

- **Membership records**: for the duration of membership plus 2 years afterwards, for administrative and historical purposes
- **Financial records**: 7 years, to comply with HMRC requirements
- **Safeguarding/DBS records**: in line with LTA and statutory safeguarding guidance
- **Photographs**: reviewed periodically and removed on request

8. Children's Data

Where junior members (under 18) join the Club, we collect data via a parent or guardian, who must provide consent for participation, use of medical/emergency information, and any photography or filming. Parents/guardians may withdraw consent for photography at any time.

9. Your Rights

Under UK GDPR, you have the right to:

- **Access** the personal data we hold about you
- **Rectify** inaccurate or incomplete data
- **Erase** your data ("right to be forgotten"), subject to legal retention requirements
- **Restrict or object** to certain processing
- **Data portability**, where applicable
- **Withdraw consent** at any time, where processing is based on consent

To exercise any of these rights, contact us using the details in Section 1. We will respond within one month, as required by law.

If you are unhappy with how we have handled your data, you also have the right to complain to the **Information Commissioner's Office (ICO)**:

- Website: www.ico.org.uk
- Helpline: 0303 123 1113

10. Changes to This Policy

We may update this policy from time to time, for example to reflect changes in the law or our activities. The most recent version will always be available on our website with the "last updated" date shown above.

12. Contact Us

If you have any questions about this policy or how we handle your personal data, please contact:

- Data Protection Contact: Club Secretary
- Email: secretary@flackwellheathtennisclub.com]