

## First Advantage Tennis LTD – Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is First Advantage Tennis LTD.

About this document This privacy policy sets out the way we process your personal data pursuant to the legitimate interests of the company, and we have adopted this privacy policy to make sure you are aware of how we use your data as a member of one of our venues or as an individual who engages or interacts with the company in the course of our activity.

How we collect your information We may collect your personal data in a few limited ways, namely:

- Directly from you, when you make enquiries on our website or by email/phone, or when you interact with us in various other ways (for example, where you enter a competition, tournament or league organised by us, sign up for a course or lessons, attend a forum or workshop, sign up for our newsletter, provide support to us in a financial or in kind capacity, from advertising on facebook or other social media channels or at your request for information
- From someone else who has provided personal data on your behalf (for example a family member or your tennis coach who has provided us with your contact details for any purpose);

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);
- Financial information, including Direct Debit details;
- Certain other information which you volunteer when engaging with the Association for any purpose related to our activities as a County Association.
- 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 competition, tournament, a coaching / fitness course or represent the venues in competitions.

How we use personal data and the basis of processing by us: Personal data is processed on the basis of legitimate interests of the company or member venues within the organisation. 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. 2 More generally, we will use your personal data for the following purposes:

- For any relevant purpose relating to the venue(s) of which you are a member;
- Administration of tennis activities provided by First Advantage Tennis including but not exclusively; training, competitions, tournaments, forums. - this may include providing information and taking payment;
- Fulfilment of orders for goods and services, including court bookings, racket sales and other orders;

- Research and statistical analysis about who is playing tennis in our company;
- Communication about our activities that we think may be of interest to you; - where this is necessary for our legitimate interests (for example in increasing participation in the game generally);
- Facilitating communication between you and employees, volunteers or officers of the company;
- Storing your details on the software platforms we use for our online management databases or in hard copy. (Please note that your own use of the software or system is subject to the Terms and Conditions and Privacy Policy published on those sites);
- Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).
- Communications related to any competition, league, course, training or tournament that you or your venue have entered or wish to enter, including communications letting you know details of the relevant event and any changes you need to be aware of.
- Membership related mailings such as the registration or renewal of your own venue, notices of formal meetings, newsletters.

You can update your choices and/or your contact details by contacting us at: Telephone: 07715520340 Email: [admin@firstadvantagetennis.com](mailto:admin@firstadvantagetennis.com) Post: 3 Kings rd, Old Colwyn, Conwy LL29 9AD

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 or your own venue, for the purposes of administering any goods or services that you have requested from us (e.g. administration of competitions, leagues, courses, training and tournaments) or administering your venue's membership of the Association and giving your venue access to the membership benefits to which they are entitled or to which you personally may be entitled.
- Our contractors and suppliers, including coaches and any provider of membership management services.

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 data, this means we retain it for a period of six years 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. 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-

- by email: [admin@firstadvantagetennis.com](mailto:admin@firstadvantagetennis.com)
- by telephone: 07715520340
- Post: 3 Kings rd, Old Colwyn, Conwy, LL29 9AD

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](http://www.ico.org.uk).