

Privacy Notice for Bishopton Tennis Club

Bishopton Tennis Club takes your privacy seriously. We are a “controller” of the personal information that you provide to us and this privacy notice sets out how, why and for how long we will use your personal data, as well as who it is shared with. It also explains your legal rights as a data subject and how to exercise them.

What we need from you

When you register as a member of Bishopton or renew your membership (including if you are registering or renewing on behalf of a young person aged 16 or under), we may ask you for some or all of the following personal information:

- Contact details – eg. name, address, email address and phone number.
- Date of birth – to calculate membership category.
- Payment details – bank account number, sort code, card details if paying by monthly direct debit.
- Participation details
- Equality information – sex, gender, disability, ethnic group and religion.
- Safety and emergency details – eg. next of kin, relevant health conditions.

If you do not provide us with all of the personal information that we need this may affect our ability to offer you our membership services and benefits.

Why we need your personal information – contractual purposes

We need to collect our members’ and customers’ personal information so that we can manage your relationship with us. We may use our members’ personal information to

- Provide you with core member services, including confirmation of membership, membership card.
- Set up and continual processing of subscription direct debits
- Organise club activities.
- Register your membership with the representative body e.g LTA or Scottish Squash

Why we need your personal information – legitimate purposes

We also process our members’ personal information in pursuit of our legitimate interests to:

- Provide you with news and updates about the activity of the club, opportunities to get involved in club events or competitions
- Raise awareness of the club’s activities by capturing photos, or videos, we may use this for promotion, education and development purposes.
- Respond to and investigate your questions, comments, support needs, complaints, concerns or allegations.

Why we need your personal information – legal obligations

We are under a legal obligation to process certain personal information relating to our members for the purposes of complying with obligations under:

- The Protection of Vulnerable Groups (Scotland) Act 2007, which requires us to check that our coaches and volunteers are able to undertake regulated work with children and vulnerable adults.
- The Equality Act 2010, which requires us to process personal information to make reasonable adjustments where necessary.

Other uses of your personal information

We may ask you if we can process your personal information for other purposes. Where we do so, we will provide you with an additional privacy notice explaining how we will use your information for these purposes.

Who we share your personal information with

When we register your membership with Scottish Squash we pass on your personal data and Scottish Squash become a controller of your personal data. Scottish Squash provides full details of how it uses your personal data in its own privacy notice.

We may be required to share personal information with statutory or regulatory authorities to comply with statutory obligations. Such organisations include the Health & Safety Executive, Disclosure Scotland, and Police Scotland for the purposes of safeguarding children, and UK Anti-Doping for the purpose of eliminating doping in sport. We may also share personal information with professional and legal advisors for the purpose of obtaining advice.

Third party suppliers with access to members' personal data

Bishopton Tennis Club may use third party suppliers to provide services. These suppliers may process personal data on our behalf as "processors" and are subject to contractual conditions to only process that personal information under our instructions and protect it.

In the event that we share personal information with external third parties, we only share such information strictly required for the specific purposes and take reasonable steps to ensure recipients shall only process the disclosed personal information in accordance with those purposes.

- Bank of Scotland process payment transactions securely on our behalf.
- Mailchimp distribute some of our email communications. Their servers are based in the US and they uphold the EU Privacy Shield to certify their data security.

How we protect your personal information

Your personal information is accessed by our staff only for the purposes set out above. It is stored by our club in electronic format which is password protected and paper copy. Your personal data is transferred to Scottish Squash by email via a password protected spreadsheet.

How long we keep your personal information

We only keep your personal information for as long as necessary to provide you with membership services. Unless you ask us not to, we will review and delete your personal information where you have not renewed your membership with us for 2 years.

You have a right to:

- Change your communication preferences or restrict the processing of your personal data for specific purposes.
- Request that we correct your personal data if you believe it is inaccurate or incomplete.
- Request that we delete your personal information.
- Access the personal data that we hold about you through a "subject access request".

You can contact us at Bishopton Tennis Club by email at info@bishoptontennisclub.co.uk If you are dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at www.ico.org.uk