

Privacy Policy

Hampton in Arden Sports Club

Updated (1st November 2023)

This document contains information on how we implement the General Data Protection Regulations (**GDPR**).

Hampton in Arden Sports Club provides membership to the following Sports:

Tennis, Squash, Racketball, Hockey, Cricket, Pétanque

In addition to these sports, the Sports Club has a club house that provides bar facilities to members.

We gather information about members in order to process membership and manage activities connected to each sport (for example Tournaments and Social Events). We also send members regular updates via email on club activities. Therefore we must abide by GDPR.

The GDPR makes a distinction between data controllers and data processors. Hampton in Arden Sports Club would be designated a data controller. We use a number of data processors, these are companies that store your data for us and help us run the club.

Data Protection Officer

At Hampton on Arden Sports Club we have a Data Protection Officer that you can contact:

Email: gdpr@hamptonsportsclub.org.uk

Post: Hampton in Arden Sports Club, Shadowbrook Lane, Hampton in Arden, Solihull, B92 0DQ

The Principles of GDPR

Hampton in Arden Sports Club are committed to protecting and preserving the privacy of the data you give us as outlined by the General Data Protection Regulations (GDPR). We will observe the following 6 principles where your data will be:

- Processed lawfully, fairly, and in a transparent manner.
- Collected for specified, explicit and legitimate purposes.
- Adequate and limited to what is necessary in relation to the purposes for which it is processed.
- Accurate and kept up to date.
- Kept no longer than is necessary for the purposes for which the personal data was collected and processed.

- Subject to appropriate security measures, both technical and organisational, to protect the personal data from unauthorised or unlawful processing, accidental loss or release, destruction or damage.

Where your data is stored

Hampton in Arden Tennis Club is a data controller, and uses the following data processors. We have a small number of system administrators (these are usually committee members within each sport) for each.

Membership

Hampton in Arden Sports club requires all users of the club to be members. Membership is administered by **Ashbourne Membership Management**.

<https://ashbourne-memberships.com/>

The Privacy Policy for Ashbourne Membership Management can be found here:

<https://ashbourne-memberships.com/privacy-policy/>

This stores the following data:

First name, Surname, Email address, Mobile Number, Joining date.

Clubspark

We use **Clubspark** for Tennis Court, Squash Court, Pétanque Piste booking. It also hosts our website that provide information on each section of the club.

<https://clubspark.lta.org.uk/>

The Privacy Policy for Clubspark can be found here:

<https://clubspark.lta.org.uk/HamptonInArden/PrivacyPolicy>

This stores the following data:

Full Name, Email Address, Mobile Phone Number, The date you joined the Club

Optional data: Gender, Date of Birth, Home Address, Landline Phone Number, , Emergency contact name and phone number, British Tennis number, Medical Information, Occupation, Any categories/tags to assist administration.

Note: Medical information is used by our coaches to help them with those who have medical needs connected with a sport.

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Tennis

We run box league competitions with the LTA.

<https://competitions.lta.org.uk/>

This is administered by the LTA.

<https://www.lta.org.uk/>

The Privacy Policy for Clubspark can be found here:

<https://www.lta.org.uk/about-us/what-we-do/governance-and-structure/policies/privacy-policy/>

We have photos of tournaments and events on flickr.

<https://www.flickr.com/photos/103781054@N07/>

The Privacy Policy for flickr can be found here:

<https://www.flickr.com/help/privacy>

Hockey

We use ClubBuzz:

<https://www.clubbuzz.co.uk/>

The Privacy Policy for ClubBuzz can be found here:

<https://www.clubbuzz.co.uk/privacy-policy/>

The Privacy Policy for Hampton in Arden Hockey club can be found here:

<https://www.hamptonhockey.org.uk/privacy-policy/>

Club House Facilities and Car Park

The club house has a bar and changing facilities for members. Access to the club house can be made via membership cards provided by **Ashbourne Membership Management**. We operate a Closed-Circuit Television (CCTV) system to monitor both the bar area inside the club house and the car park outside the club house. Access to the CCTV system is limited to a small number of individuals that are currently on the Sports Club committee. The video we gather must also follow GDPR.

Email Communication

We send you information about the activities of the club via Email. We use a number of ways to do this. You can give or remove consent at any time.

Clubspark

It is often helpful for us to use Clubspark to communicate with you via email as it allows us to add attachments, such as Newsletters.

Consents

When you login to Clubspark you can visit your profile by clicking on 'Your Account'. There you should see a section called 'Your privacy and consents'. The following consents can be given by clicking the relevant tick-boxes.

- Tennis Events: Box Leagues, Tournaments etc.
- Coaching : Coaching for juniors and adults.
- Social Events: Forthcoming social events
- Reminders: Court booking and Coaching reminders

You can also prevent all emails coming from Clubspark by clicking the checkbox 'I want to unsubscribe from emails from Hampton in Arden Sports Club'.

Clubspark is run by the LTA so you may receive email from the LTA itself. You can give or remove consent to this by checking the tick-box 'LTA Play & Operator Marketing'.

Ashbourne Membership Management

We send out emails via the Ashbourne system to inform members of club activities. If you do not wish to receive these emails then click the Unsubscribe link at the bottom of the email.

Accountability

Who is managing the data? A small number of individuals either on the Sports Club committee or the committees of the individual sports have 'administrator' accounts on the systems we use to hold member data (e.g. Clubspark, Ashbourne Membership Management).

Children

The GDPR considers children to be those under the age of 13. Children have the same rights as adults over their personal data. When using personal data for those under 13, we must gain the consent from whoever holds parental responsibility for the child. This includes email communication and the use of photographs in newsletters.

Your Rights

When you provide us with data that identifies you such as a personal email or date of birth, then you are a data subject. You always own your personal data and have important rights as to how it is used.

- The Right to be Informed: Individuals have the right to be informed about the reasons why and how their personal data is being processed.
- The Right of Access: Individuals have the right to access the personal data held about them.
- The Right of Rectification: Individuals have the right to ask for their personal data to be rectified if it is inaccurate, incomplete, out of date, etc.
- The Right to Restrict Processing: Individuals can restrict or block processing of their personal data.
- The Right to Object: Individuals can object to certain types of processing such as direct marketing.
- Rights in relation to Automated Decision making and Profiling: Individuals have the right (unless required by contract or law) to object or seek intervention when automated processing of their personal data is used to make a decision that will affect them.
- The Right to Erasure (also known as the right to be forgotten): This empowers the individuals to request the erasure of their personal data under many circumstances.
- The Right to Portability: Individuals can ask for their personal data to be made available to them in a portable (digital) format. This is especially useful if they want to change to a new service provider for example.

Making a Complaint

If you have any questions about how we process your data please contact:

gdpr@hamptonsportsclub.org.uk

Please contact us first. If you do not receive a satisfactory response then you can raise the issue with the Information Commissioners Office (ICO). This is the UK's independent supervisory authority for GDPR.

www.ico.org.uk

This body promotes public awareness of GDPR and handles complaints. It can gather investigative information and can issue warnings, bans and fines to data controllers and processes.

To make a complaint please contact the ICO. The home page contains links on how to make a complaint or report a breach of the GDPR.

<https://ico.org.uk/make-a-complaint/>

When making a complaint please refer to "Hampton in Arden Sports Club Ltd".