



Templeogue Tennis Club ~ GDPR Privacy Notice

Templeogue Tennis Club is non profit making private members club which is affiliated to Tennis Ireland to promote and encourage the game of tennis.

This policy relates to the EU's General Data Protection Regulation which will take affect on Friday the 25th of May 2018 and which is intended to standardise Data Protection Legislation across the EU and to update Data Protection Laws to cover previously unforeseen Data usage

We respect your rights to privacy and to the protection of your personal information. The purpose of this privacy notice is to explain how we collect & use your personal information for the provision of our services and the day to day running of our club.

Processing of Information

To allow us to provide our services to our members in the course of running our club, we collect and process various categories of personal information throughout your term of membership with us, including basic information such as your name, address, date of birth, phone & email contact details. Some members will supply us with credit / debit card information for the purposes of payment for services such as coaching etc. These details are not retained after the initial transaction has been processed. Direct Debit mandates are retained for the calendar year for which they were submitted, during which time they will be stored in a locked cabinet. After this time period has expired, these mandates will be shredded.

In the event that you supply us with information regarding health issues e.g. epilepsy, heart conditions etc, we will only share this information with relevant parties (e.g. coaches) and only with your permission.

How we obtain information

We obtain information through a variety of sources such as Membership Application forms, coaching forms, tournament entry forms etc. that we gather from you as you use our services including the technology you use to share this information with us e.g. email groups, Whatsapp groups and the like.

We also receive / share information with third parties (see section on third parties)

We do not gather information from public sources such as the press or online search engines.

Your rights

You have certain legal rights to control your information and the manner in which we process it. This includes:

- a. A right to get access to your personal information
- b. A right to request us to correct inaccurate information or update incomplete information
- c. A right to request that we restrict the processing of your information in certain circumstances
- d. A right to receive the personal information you provided to us
- e. A right to object to us processing your personal information in certain circumstances (e.g. if you believe we are not using your information in a lawful manner or for the purposes for which it was obtained)
- f. A right to withdraw your consent at any time
- g. A right to object to us using your information for direct marketing purposes

Please note that in some cases, if you do not agree with the way in which we process your information, it may not be possible for us to continue to provide you with certain services and/or membership of our club.

From time to time we may change the way in which we use your information to provide a better service to our members. You will be notified of these new services and be given an opportunity to object where necessary.

From time to time we make take photographs which may include your image either directly or indirectly (e.g. background image). We may use these photographs to promote our club but will never identify you by name on the open pages of the club website. Where identifying details are revealed, these will only be published in the secure Members area of the website.

How we use and share your information

We will only use and share your information where it is necessary for us to carry out our lawful business activities

We process your information to provide you with services or products and where it is necessary in terms of our contract with you, for example:

- a. To set up your membership account
- b. To set up your Smartcard online facility
- c. To set up your Direct Debit mandate for subscription payments
- d. To set up the online telephone directory / email database
- e. To email you with information regarding ongoing club activities
- f. To manage the security of our property e.g. door fobs, CCTV etc
- g. To comply with any other rules as contained within the constitution of our club

Sharing with Third Parties

We will not share your information with anyone outside Templeogue Tennis Club except:

- a. Where we have your permission
- b. Where required for our product or service (see third party list below)
- c. Where we are required by law e.g. insurance companies

- d. In anonymised form as part of statistics shared with third parties e.g. Tennis Ireland or as part of our Club Licence renewal process

We will only share your information with third parties we use on a limited basis (i.e. for the duration of your membership) in accordance with our internal procedures.

The third parties that currently hold information on you and have their own GDPR regulations in place are:

Smartclub – membership database

Clubmanager – Box Leagues, Challenge ladders & online court bookings

DLTC Directory – to enable selection of league teams

Tournament Software – to enable tournament entry

Mailchimp – group email database

Alfa Security – door fob & CCTV controller

Tennis Ireland – to comply with club affiliation requirements

With the exception of information held by Tennis Ireland, all other third party information is protected by the club using secure login systems. You may request to be removed from any of the third party groups but this may compromise your involvement and /or your membership of the club.

Communications about your account

We will contact you with queries / information relevant to the operation and maintenance of your membership account by a variety of means including phone, email, text message and post. If, at any time in the future you change your contact details, you should let us know promptly.

We may retain communications from you (i.e. letters, text messages, emails etc) where they are applicable to your membership and which will be deleted when no longer relevant.

How long we keep your information

By providing you with products or services, we create records that contain your information, such as membership records; clubhouse entry/exit information; CCTV; league and tournament entries/results; coaching enrolment etc.

Records can be held on a variety of media (physical or electronic) and in a variety of formats.

Records help us to serve our members well and to demonstrate that we run our club in a professional manner.

We normally keep Smartclub membership records up to 5yrs after your relationship with the club ends to facilitate speedier processing if you wish to re-join within that time frame. You may request, on expiry of your membership to have your membership record deleted entirely.

Social Media

The club operate a **Facebook** account for the purposes of advertising forthcoming events. You may request removal from Facebook at any time.

There are many **Whatsapp** groups within the club to facilitate communication amongst members. You may request removal from any Whatsapp group that is no longer relevant to you at any time by texting the administrator of that group.

Contact us if

- a. You would like a copy of the personal information we hold about you
- b. If you wish to raise a complaint on how we have handled your personal information

by phone 490 2760

by email info@templeoquetennis.com

In the event that we cannot address all your concerns, please contact

The Data Protection Commissioner
Canal House
Station Road
Portarlinton
Co Laois

by phone 761 104800

Lo Call 1890 252231

by email info@dataprotection.ie www.dataprotection.ie

We are committed to ensuring that your information is secure with us and the third parties who act on our behalf. If you have any concerns about Templeogue Tennis Club GDPR please contact us.