



## **Hallamshire Tennis & Squash Club Ltd**

### **Privacy Policy**

*This Privacy Policy is effective as of 22<sup>nd</sup> May 2023.*

#### **1. INTRODUCTION**

Hallamshire Tennis & Squash Club Limited (“the Club”, “we”, “us” or “our”) is committed to protecting the privacy of your information. This policy explains how and for what purposes we use the information we collect about you.

This policy is governed by the UK General Data Protection Regulation (UK GDPR), alongside the Data Protection Act 2018 (PDA 2018), and any other applicable laws relating to the protection of personal information in the U.K.

If you have any queries about the policy, please contact us using the contact details set out below.

#### **2. HOW DO WE COLLECT YOUR PERSONAL INFORMATION**

We collect personal information about you when you voluntarily provide it to us. This may happen in several ways, including:

- When you complete an application or entry form,
- When we accept payment from you,
- When you sign up for e-communications,
- When you complete our online enquiry form,
- When you book a course or lesson,
- When we complete an accident or incident form,
- When you register or use our membership and booking platform ([www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk)),
- When you contact us by telephone, email, letter, or in person, and
- When someone else applies for a product or service on your behalf.

We only collect personal information about you for legitimate reasons in order to fulfil our legal obligations and to deliver products and services to you.

### **3. WHAT INFORMATION DO WE COLLECT**

We may collect and process the following personal information\* about you when providing you with products and services, including:

- Contact information  
*including your name, postal address, email address, and telephone number(s),*
- Profile information  
*including your date of birth, gender, car registration, and identification photograph,*
- Personal identification  
*such as a copy of your photographic ID,*
- Emergency contact information  
*such as your next of kin,*
- Medical information  
*that you disclose to us relating to your health and fitness,*
- Payment information  
*such as your card payment or bank account details,*
- Security information  
*such as a password (for our booking system),*
- Communication information  
*such as records of communications or interactions we have had with you,*
- Attendance information  
*such as the number of visits you make.*

It is not compulsory to provide us with this information, however, if you do not share this information with us, we may not be able to provide products or services to you, for example, to become (or remain) a member or use the facilities of the Club.

*\*Information that can be uniquely identified with you.*

### **4. HOW DO WE USE YOUR INFORMATION**

The personal information you provide to us will be used for the purpose as set out below:

- Administrative  
*such as the processing of your membership application,*
- Bookings and services  
*such as facilitating court bookings and general membership services,*
- Financial  
*such as the collection and processing of card payments or direct debits,*
- Sporting and social activities  
*such as organising and providing tournaments, competitions, events, and activities,*
- Marketing and communication

*such as contacting you about your membership or products and services,*

- Health and wellbeing  
*such as ensuring you are fit and healthy before undertaking physical activity,*
- Statistical  
*such as monitoring access to the Club or analyse about how you use your membership,*
- Sharing of contact information  
*such as facilitating our Member Contact List (directory),*
- Website  
*such as monitoring and analysing how you use our website.*

Your personal information will only be used for essential business purposes and in accordance with this policy.

## **5. YOUR RIGHTS**

Under certain circumstances, you may have the following rights under data protection legislation in relation to the personal information we hold about you:

- Right to request access to your personal information,
- Right to request correction of your personal information,
- Right to request the erasure of your personal information,
- Right to object to the processing of your personal information,
- Right to request the restriction of the processing of your personal information,
- Right to request the transfer of your personal information, and
- Right to withdraw consent.

Please note, that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply (see Retention Periods set out below). If you request access to the personal information we hold about you, the Club reserves the right to charge a fee (currently fixed at £10.00).

If you wish to exercise any of your rights, please contact us using the contact details set out below.

## **6. UPDATING & ACCESSING YOUR INFORMATION**

We aim to keep your personal information up to date and accurate, therefore, at periodic intervals we may ask you to update the information we hold about you.

If you hold an active membership with us, you are also able to review and update your personal information held at any time through Your Profile page accessible on the membership and booking platform ([www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk)).

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all the information we hold, please email, or write to us using the contact details set out below.

Please note, that we may charge a small administrative fee for the provision of this information (currently fixed at £10.00).

## **7. FUTURE COMMUNICATION**

We may wish to communicate with you in the future about products and services (for example, after your membership has expired). We may do this by telephone, email, or SMS (unless you have opted-out of us contacting you in this way).

You may opt-out of marketing communications from us at any time either by, updating your communication preferences in your booking account ([www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk)) or by contacting us using the contact details set out below.

We will not contact you beyond our retention periods (see Retention Periods set out below).

## **8. MEMBER CONTACT LIST & INCOGNITO**

Our closed, electronic, Member Contact List enables you to opt-in to display your name and personal contact details (email address, landline, and/or mobile telephone number) to other active members of the Club.

You are able to review and update your personal information, as well as change the consent to what information is displayed, at any time, through Your Profile page accessible on the membership and booking platform ([www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk)).

If you are participating in any sporting events, activities, or tournaments at the Club that involve you playing with or competing against other members, then you may need to publish your contact details on the Member Contact List to enable other members to contact you.

You also have the option to remain anonymous (incognito) on the booking system, ensuring your name and personal contact information are hidden from all other active members. We enable this option by default when creating your membership profile, however, you have the autonomy to opt-in to display your name and/or personal contact details, if desired. You can change the consent to what information is displayed, at any time, through Your Profile page accessible on the membership and booking platform ([www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk)).

We will never share or display your personal contact details with other members (or non-members) without your prior consent.

Please note, that the Member Contact List may only be used for legitimate Club purposes, and any other use is strictly prohibited (for example, business marketing).

## **9. COOKIES**

Our website ([www.hallamshire.net](http://www.hallamshire.net)) and our third-party membership and booking platform ([www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk)) use cookies to distinguish you from other users on these

sites. When you first visit either of these sites, you will be asked whether you wish to accept the use of cookies. You can choose to accept or decline cookies, however, if you decline this may prevent you from taking full advantage of these sites.

For further information visit, [www.hallamshire.net](http://www.hallamshire.net) or [www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk) to access the respective Cookies Policy, Cookies Settings.

## **10. IP ADDRESSES**

We may also collect information about your computer without you actively providing it, using various methods, and may include your Internet Protocol (IP) addresses, operating system, and browser type. This information is statistical data used for system administration purposes and does not identify you as an individual.

## **11. LINKED WEBSITES**

Our website ([www.hallamshire.net](http://www.hallamshire.net)) and our third-party membership and booking platform ([www.hallamshire.clubsolution.co.uk](http://www.hallamshire.clubsolution.co.uk)) contain links to other third-party websites. We recommend that you check the privacy policy of each website you visit, as we cannot be responsible, or accept liability, for third-party policies and practices.

## **12. THIRD PARTIES**

We will never share your personal data with third parties for commercial purposes, we treat all personal information as confidential. We may share your personal information with third parties in order to facilitate your membership, provide other services to you, and for essential business purposes, these include:

- To maintain our membership database and booking system,
- To facilitate our coaching program,
- To enable secure card payments,
- To enable the processing and collection of direct debit payments,
- To manage email communications,
- To provide free Wi-Fi,
- To manage the administration of local/national leagues and competitions,
- To obtain grants and funding (by providing statistical information), and
- To comply with any legal obligations (for example, criminal investigations).

We take measures to ensure any third parties used are compliant with GDPR and have controls in place to keep your information secure.

Except for the reasons set out above (or elsewhere in this policy), we will not disclose any of your personal information to third parties without your permission.

## **13. CCTV**

Your image may be recorded on our CCTV equipment. The Club uses footage for the following reasons:

- To safeguard the public, members, and staff,
- To deter and detect crime (including using footage in legal proceedings, in the case of prosecution),
- To investigate incidents (and accidents), and
- To monitor the security and safety of the premises.

We ensure that access to footage is restricted only to designated staff and other authorised individuals (including the police), and for the purposes as set out above.

Live footage recorded is automatically erased after 2 weeks. However, any footage downloaded and securely stored in relation to an accident or incident will not be stored longer than is legally necessary, after which it will be disposed of in a secure manner.

Authorisation to review any footage will be determined by the General Manager on a case-by-case basis, in accordance with applicable data protection legislation.

#### **14. RETENTION PERIODS**

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements.

Our current data retention periods are:

##### Membership

Personal data processed in relation to your membership will be held for a period of 18 months from the expiration of your contractual membership.

##### Visitors & Guests

Personal data processed in relation to a non-member visiting the Club will be held for a period of 18 months from the end of the calendar year you last visited in.

##### Marketing

Personal data held for the purposes of marketing will be held for a period of 18 months from the expiration of your contractual membership or from the last date on which you have interacted with us.

##### Financial

Records for the purposes of tax will be held for a period of 7 years from the end of the tax year to which they relate.

##### Health & Safety

Information relating to accidents will be held for a period of 3 years from the date of the accident, in the case of adults. In the case of a person aged under 18, the information will be retained until the individual reaches the age of 21.

The above retention periods maybe be prolonged or shortened as required, such as in the event we need to comply with any legal matters, investigations, or changes to U.K. legislation.

Where your information is no longer required, we will ensure it is disposed of in a secure manner.

## **15. POLICY REVIEW**

We keep our Privacy Policy under regular review and will post any changes on the Club's website(s) to ensure users are kept informed. This Privacy Policy was last updated on 9<sup>th</sup> May 2023.

## **16. CONTACT US**

If you have any questions about our Privacy Policy or relating to the information we hold about you, please contact the General Manager:

By email [info@hallamshire.net](mailto:info@hallamshire.net).

By telephone +44 (0)114 266 2153.

Or write to us at Hallamshire Tennis & Squash Club, 716 Ecclesall Road, Sheffield, S11 8TA.

## **17. COMPLAINTS**

In the first instance, please contact the General Manager to raise and discuss your concern(s).

In the event you are unsatisfied with our response, you have the legal right to lodge a complaint with the Information Commissioner's Office (ICO), the U.K. regulatory body for data protection.

You can contact the ICO helpline on 0303 123 113 or at [www.ico.org.uk](http://www.ico.org.uk).