



Privacy Policy

For the purposes of the General Data Protection Regulation (“GDPR”) and UK data protection laws, the controller is HC Tennis, Daniel Road, Ealing W5 3RY.

About This Document

This privacy policy sets out the way we process your personal data and we have created this privacy policy to make sure you are aware of how we use your data as a customer of HC Tennis.

How We Collect Your Information

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

- Directly from you, when you register for coaching, camps or enter competitions and when you make enquiries on our website;
- From someone else who has registered on your behalf (for example a family member or carer who has provided us with your contact details for that purpose).

The Types of Information We Collect

We may collect the following types of personal data about you:

- Contact and communication information, including your contact details (e.g. email address(es), telephone numbers) and records of communications and interactions we have had with you;
- Information on your children who train with us, including name, date of birth and tennis ability;
- Photos of key events that we organise e.g. open days, holiday camps, tournaments, etc. where you or family members may be personally identifiable;
- We also collect data about the health or medical conditions of our students, where you have volunteered this.

How We Use Personal Data

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.

More generally, we will use your personal data for the following purposes:

- Administration of your registration and booking, including:
 - informing you about changes to the coaching schedule e.g. cancelled classes due to bad weather;
 - informing you of upcoming holiday camps, tournaments and other tennis activities;
- Fulfilment of orders for goods and services e.g. if you purchase tennis equipment from us or use our stringing service;
- Research and statistical analysis about who is playing tennis with HC Tennis;
- Promoting events on our website and on social media platforms by posting photos of key events on these platforms;

- Storing your details on the software platform we use for our management database.

Your Marketing Preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a customer of HC Tennis. Examples of these essential service communications are:

- Invoices and records of transactions, such as payment receipts.
- Customer related mailings such as notices about the cancellation of classes.

You are in control of how we communicate with you. Should you prefer that we not use any photos of you or your child on our website and on social media platforms, please contact us. You can update your choices and/or your contact details by contacting us at:

Email: info@hctennis.co.uk

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 coaches, for the purposes of safety (e.g. medical details, emergency contact information).
- Ealing Lawn Tennis Club (ELTC) – All students who train with us at ELTC must become members of the club. We may share your personal data with Ealing Lawn Tennis Club to complete or verify your membership.

How Long Your Information is Kept

We keep your personal data only for as long as necessary for each purpose we use it.

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 us by email at info@hctennis.co.uk.

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.