

## **PRIVACY POLICY**

This privacy policy sets out how Royal Ascot Lawn Tennis Club uses and protects any information that you give Royal Ascot Lawn Tennis Club when you use this website.

Please be assured that we consider all of the information you share with us to be totally private and confidential. At no point will we share, rent or sell your personal information without your consent. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Royal Ascot Lawn Tennis Club may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25<sup>th</sup> May 2018 (updated 2<sup>nd</sup> August 2021).

### **Collection of “Members” Data:**

Sportlabs Technology Ltd (t/a ClubSpark) is “the processor” and is responsible for processing MEMBERS, Membership personal data on behalf of Royal Ascot Tennis Club, but can only access our “Members” data on instruction from a Royal Ascot Tennis Club administrator. We do however recommend that you also review the Clubspark Privacy Policy for assurance. To see how Sportlabs Technology Ltd (t/a ClubSpark) handles data, please view their privacy policy: <https://clubspark.lta.org.uk/PrivacyPolicy>

Royal Ascot Tennis Club is the controller of any data you have submitted through Clubspark, and determines the purposes and means of processing personal data.

Members can review, amend, and alter the information held on the Clubspark database by visiting: <https://clubspark.lta.org.uk/RoyalAscotTennisClub/> to login and view their profile.

### **Collection of “Supporters” Data:**

The submission through our websites online forms from Members or Non-members that are supporting the Tennis Club through our Non-Tennis activities (Christmas Parties, Royal Ascot Week activities, Social events), do not need to register for these events through Clubspark. Our online forms are securely handled through our own secure dedicated server.

All “Supporter” orders are submitted online and processed through secure checkout systems provided by PAYPAL or SQUAREUP Europe Ltd, and consequently you are guaranteed the best security available. Paypal or SquareUp will never provide us with your personal account logins or any linked bank account or card details.

### **What we collect (Members and Supporters)**

We may collect the following information:

- Name and address
- Contact information including email address, and phone numbers.

- Demographic information such as postcode
- Other information relevant to contacting customer

### **What we do with the information we gather**

We require this information to provide you with a better service, and in particular for the following reasons:

- Internal record keeping, and providing you with the services we sell.
- A record of visitors to the Tennis Club.
- We may use the information to improve our products and services.
- Royal Ascot Tennis club will contact **“Members”** regularly for the purposes of "Administration of your Membership". This will include (but not limited to) monthly updates on new activities at the club, managing your participation in teams, what's on, membership renewals, your eligibility for the LTA Wimbledon ballot, AGM / EGM details, and club maintenance updates. Should you ever wish to not receive these, you can simply reply to any email with "UNSUBSCRIBE" in the header.
- Royal Ascot Tennis club will contact **“Supporters”** only for the purposes of "Administration". This will include any activities the club runs to support the club through Royal Ascot Week, or other events open to non members.
- We will never sell or provide your information to any third party. We may send you information on third party activities at the club, or offered to the club, but only to those that have specifically opted to receive these offers / notifications.

### **Who we share your data with**

- For users that register for membership on our website, we store the personal information they provide in their user profile. All users can see and edit their personal information at any time. Website administrators can also see that information (with exception of users password).
- Restricted information may be shared with club coaches and volunteers, for the purposes of providing particular services to you.
- Restricted information (Name, Email, Phone Number) may be shared with competition organisers and officials involved in competitions and events you are taking part in.

### **How long we retain your data**

- We may retain your personal data for three years after your membership has expired, or date of our event you visited. On expiry of the relevant retention period, your personal data will be deleted, suppressed or anonymised, as applicable. If you have won awards, championships, or events, your name only will appear on club documents, cups and website, and will not be removed unless specifically requested.
- Members who have left the Club, or Guests who have attended the event their data was intended for, and would like earlier erasure can request removal of personal data by contacting the data administrator on [marketing@royalascottennis.com](mailto:marketing@royalascottennis.com).

## **Security**

We are committed to ensuring that your information is secure. We protect your information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorized access, disclosure and alteration. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

The transmission of information is encrypted and protected using Secure Sockets Layer (SSL) by Let's Encrypt CA provided by the [Internet Security Research Group \(ISRG\)](#). Stored customer information is kept in a secure environment where access is restricted to Tennis Club officials who need the information to perform a specific job (for example administration). Tennis Club officials are required to keep their computers up-to-date.

External treats to data security are changing all the time. Our SSL Certificate is renewed every 3 Months. You can check our current SSL Certificate at any time by right clicking on the padlock icon in the address bar, and following your browser navigation to view Certificate and SSL details.

When visiting Clubspark (for Membership and Court Bookings), you should view their SSL Certificate using the same right click method.

## **Web Stats**

Royal Ascot Tennis Club does not use Cookies on our website. We use web traffic stats to identify which pages are being used. This contains date, time, browser and geographical statistics and not personal user data. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

These web stats help us provide you with a better website, by enabling us to monitor which pages users find useful and which you do not. These stats in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, complete only information you feel required for us to contact you on, provide you with our service.

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so. We may use your personal information to send promotional information about third parties which we think you may find interesting, but only to those that have consented, and never provide your information to the third parties.

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please email us on: [secretary@royalascottennis.com](mailto:secretary@royalascottennis.com) at any time.

If you believe that any information we are holding on you is incorrect or incomplete, please email us on: [secretary@royalascottennis.com](mailto:secretary@royalascottennis.com) as soon as possible. We will correct any information found to be incorrect, as soon as possible.

If you would like any information we are holding on you to be removed, please email us on: [marketing@royalascottennis.com](mailto:marketing@royalascottennis.com). We will remove any information you wish to be removed, as soon as possible.

### **Changes to the Privacy Policy**

We reserve the right to make changes to this Privacy Policy