Queens Park Tennis Club CIC
Privacy Notice for QPTC members

Queens Park Tennis Club CIC (QPTC CIC) respects your privacy and is committed to protecting your personal data.

"We" are Queens Park Tennis Club CIC (company number11398197) and our registered office is at The Pavilion, East Drive, Brighton BN2 0BQ. We are the data controller for the purposes of the Data Protection Act 2018, the UK GDPR and any other data protection legislation applicable in the UK from time to time. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this Privacy Notice.

If you have any questions about our use of your personal data, please contact us using the details set out in section 9 below.

Please note that links on our website may take you to external websites which are not covered by this notice. We recommend that you check the privacy notices of these websites before submitting any personal information to them. We will not be responsible for the content, function or information collection policies of these external websites.

1. What personal data do we collect about you and how do we collect it?

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are certain types of more sensitive personal data (known as "Special Categories of Personal Data") which require a higher level of protection, such as information about a person's health or sexual orientation. Information about criminal convictions also warrants this higher level of protection. We do not collect any sensitive data from our members.

Information you provide to us

We may receive personal information about you whenever you:

- Contact us (by phone, text, email or post).

- Hire or use one of our tennis courts.
- Register as a member of our tennis club as well as manage your membership.
- Make a compliment or a complaint.
- Make an application to our membership Bursary Fund scheme.
- Attend an AGM or a committee meeting.
- Sign up to a club tournament, tennis ladder or a social event.
- Sign up to the Parks League or Parks Cup or County League matches.

This information may include:

- Information about your identity, such as your full name, title and date of birth.
- Contact information, such as your postal address, email address and telephone number.
- Payment information or bank details, for example, to process your membership, floodlight court bookings, guest fees, donations to our Bursary Fund, purchases in our clubhouse, and any other financial transactions.

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate court usage throughout the year.

Information collected through our website

User data
If you sign up to access the Members area of the QPTC website, your username or email address (whichever you provide) will be stored on our servers. You can request that we delete your account and erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Cookies
If you log in to the members portal, we will set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen option cookies last for a year. If you select “Remember Me”, your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

Contact via the website (email - there is no contact form)
We retain any information sent to us through email via our website for the sole purpose of replying to your enquiry.

Embedded content from other websites
Our website uses Google’s Maps API. When the maps are loaded, your IP address is sent to Google to determine your location. Read Google’s Privacy Policy

Analytics
Our web host, GoDaddy provides us with basic, anonymous website visitor numbers from their servers. GoDaddy does not use cookies to provide this data.

What third parties we receive data from
We do not receive any data from third parties. We do not share your data with any third parties other than those described above.

How we protect your data
Your data is stored in a secure database. Standard security measures have been taken to protect the data, including strong passwords, and two-factor authentication where relevant.

CCTV

We operate a CCTV surveillance system within and outside our clubhouse and directed at our 6 tennis courts. We use CCTV for the prevention and detection of crime and for protecting the safety of individuals, and the security of premises. Any audio capabilities in our system are switched off by default. For further information, please read our CCTV Surveillance System Policy, which can be found here: https://qptc.co.uk/club-policies/

2. How and why do we use your personal information?

It is necessary for us to use your personal information for the reasons set out in section 1 above. In order for us to process your application to join as a member of our tennis club, hire and use one of our tennis courts or receive any other products or service from us, there is a contract between us, and we need to use your personal data in order to perform our side of that contract. Otherwise, we will only use your information in this way where we have a legitimate interest to do so, or where you have given consent.

We rely on consent as a legal basis for processing data in relation to sending marketing communications to you via email or text message, and in relation to images of adult and student members being posted in our WhatsApp groups, social media and our website. You have the right to withdraw consent at any time by contacting us.

We have set out below, a description of the ways we may use your personal data, and which of the legal bases we rely on to do so.

Purpose/Activity	**Type of data**	**Lawful basis for processing including basis of legitimate interest**
Administering membership enquiries, membership application forms and membership renewal.	Name, date of birth, phone number, home address, email address, parent / legal guardian name (for child members), emergency contact name & number.	Contract
Providing a third-party online court booking system (ClubSpark) to book our tennis courts. ClubSpark's Privacy Policy: https://clubspark.co/clubspark/Privacy	When you create a ClubSpark account, you provide: contact details - name, title, address, telephone number and e-mail address; date of birth; gender.	Contract QPTC Administrators on ClubSpark have access to QPTC membership data.
Club contacts list on the QPTC website. (Several contacts are QPTC volunteers from our membership).	Name, phone number and email address. Photo of Welfare Officer.	Consent
Posting content in our WhatsApp groups, social media and on our website. External marketing media & press.	Photographs and videos of individuals.	Consent
Security of our facilities.	CCTV footage (video recording).	Legitimate interest - for the

		prevention or detection of crime or disorder, apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings), interest of public and employee Health and Safety, protection of public health and the protection of our property and assets and to ensure compliance with our policies and procedures.
Internal club communications to members.	Name, phone number and email address.	Consent Legitimate interest
Internal club communications to and communication between members via WhatsApp groups.	Name, phone number, profile image.	Consent
Organising QPTC club tournaments, tennis ladders and social activities.	Name, phone number and email address.	Consent When you sign up to club tournaments and ladders your personal contact details are shared with other members so that you can arrange your matches. This is primarily done via the QPTC Score Tracker App
Signing up to the QPTC Score Tracker App	Name, email address and phone number	Consent QPTC Administrators on the QPTC Score Tracker App have access to this data; as do players in the same QPTC ladder divisions or QPTC tournaments members enter
Registering members to the Parks League or Parks Cup or County League matches (external organisations).	Name, address, phone number and email address.	Consent
Receiving and responding to compliments and complaints.	Name, phone number, email address.	Consent
Receiving and administering applications to our membership Bursary Fund scheme.	Name, phone number, email address.	Consent

Change of purpose

We will only use your personal information for the purposes for which we collected it, as set out above, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge in compliance with the above rules, where this is required or permitted by law.

3. Who do we share your personal information with?

Sharing your information within our company

If required. we will share your personal data with our staff and volunteers so that we can achieve the purpose for why it was collected.

QPTC Coaches

The tennis coaches at QPTC are self-employed and operate under a contract with QPTC CIC. They are responsible for the personal data they process from their coaching customers, regardless of whether those customers are also members of QPTC. This includes WhatsApp groups they set up for group coaching customers. If you are a customer of one of the coaches at QPTC and have a question about how they handle your personal data, please contact them directly.

Sharing your information with third parties

We may share your data with selected third parties. For example, we may share your information with:

- GoDaddy and Google – as detailed above.
- Chisnall Comer Ismail & Co. Chartered Accountants, Maria House, 35 Millers Road, Brighton BN1 5NP to prepare our annual Financial Statements.
- Laetitia Beatty, our Finance Administrator to process financial transactions within our Xero book-keeping system.
- Lloyds Bank as our banking services provider.
- The Brighton & Hove Parks Lawn Tennis Association (BHPLTA)

There are certain exceptional circumstances in which we may disclose your information to third parties. This would be where we believe that the disclosure is:

- Required by the law, or in order to comply with judicial proceedings, court orders or legal or regulatory proceedings.
- Necessary to protect the safety of our staff/volunteers, our property or the public.
- Necessary for the prevention or detection of crime, including exchanging information with other companies or organisations for the purposes of fraud protection and credit risk reduction.

4. How long do we keep your personal information?

We will only store your personal information for as long as we need it for the purposes for which it was collected. If you would like more information about exactly how long each piece of your personal data will be stored by us, please see our Data Protection Policy which includes our data retention periods: https://qptc.co.uk/club-policies/

5. How do we protect your personal information?

We will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this Privacy Notice.

When we transfer any of your personal data via the internet or our website, we try to ensure that it is transferred securely. Unfortunately, the transmission of information via the internet is not completely secure and although we will do our absolute best to protect your personal data, we cannot guarantee

its security. We will however use strict procedures and security features to try to prevent unauthorised access to your personal data.

All information you provide to us is stored on secure servers in the UK or the European Economic Area. Where you have chosen a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

6. What rights do you have in respect of your personal information?

If you require any further information about your rights as explained below, or if you would like to exercise any of your rights, please contact us using the details set out in section 9 below.

You have the right to be informed

We have a legal obligation to provide you with concise, transparent, intelligible and easily accessible information about your personal information and our use of it. We have written this Privacy Notice to comply with this right.

You have the right to access your personal data

You have the right to ask us to confirm whether or not we hold any of your personal information. If we do, you have the right to have a copy of your information and to be informed of the following:

- Why we have been using your information.
- What types of information we were using.
- Who we have shared the information with.
- How long we envisage holding your information.

To maintain the security of your information, we will have to verify your identity before we provide you with a copy of the information we hold. The first copy of your information that you request from us will be provided free of charge, if you require further copies, we may charge an administrative fee to cover our costs.

You have the right to correct any inaccurate or incomplete personal data

Where you have requested a copy of the information we hold about you, you may notice that there are inaccuracies in the records, or that certain parts are incomplete. If this is the case, you can contact us (using the details set out in section 9 below) so that we can correct our records.

You have the right to be forgotten

There may be times where it is no longer necessary for us to hold personal information about you. This could be if:

- The information is no longer needed for the original purpose that we collected it for.
- You withdraw your consent for us to use the information (and we have no other legal reason to keep using it).
- You object to us using your information and we have no overriding reason to keep using it.

- We have used your information unlawfully.

- We are subject to a legal requirement to delete your information.

In those situations, you have the right to have your personal data deleted. If you believe one of these situations applies to you, please contact us using the details set out in section 9 below.

You have the right to have your data transferred to you or a third party in a common format

Also known as data portability, you have the right to obtain a copy of your personal data for your own purposes. This right allows you to move, copy or transfer your personal data more easily from one IT system to another, in a safe and secure way.

If you would like us to transfer a copy of your data to you or another organisation in a structured, commonly use and machine-readable format, please contact us using the details set out in section 9 below. There is no charge for you exercising this right.

You have the right to object to direct marketing

You can tell us at any time that you would prefer that we do not use your information for marketing purposes. If you no longer want to receive QPTC communications, you can email admin@qptc.co.uk and ask to be removed from our general mailing list. You will still receive emails about your membership and information we need to share with members to maintain our legal compliance and for other legitimate interests.

You have the right to object to us using your information for our own legitimate interests

Sometimes, we use your personal information to achieve goals that will help us as well as you. When we use your information to help us make our organisation better; and when we contact you to interact, communicate or to let you know about changes we are making.

We aim to always ensure that your rights and information are properly protected. If you believe that the way we are using your personal data is not justified due to its impact on you or your rights, you have the right to object. Unless we have a compelling reason to continue, we must stop using your personal data for these purposes.

You have the right to restrict how we use your personal data

You have the right to ask us to stop using your personal data in any way, other than simply keeping a copy of it. This right is available where:

- You have informed us that the information we hold about you is inaccurate, and we have not yet been able to verify this.

- You have objected to us using your information for our own legitimate interests and we are in the process of considering your objection.

- We have used your information in an unlawful way, but you do not want us to delete your data.

- We no longer need to use the information, but you need it for a legal claim.

7. Changes to our Privacy Notice

Any changes we make to our Privacy Notice in the future will be posted on our website and, where appropriate, notified to you by email. Please check our website frequently to see any updates or changes to our Privacy Notice: https://qptc.co.uk/club-policies/

This version was last updated on 31.3.2026 and historic versions can be obtained by contacting us using the details set out in section 9 below.

8. Complaints

If you wish to make a complaint about our collection or use of your personal data, please contact us (using the details set out in section 9 below) in the first instance so that we may seek to resolve your complaint. Further information can be found in our Compliments and Complaints Policy: https://qptc.co.uk/club-policies/

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the statutory body which oversees data protection law in the UK. Please visit the ICO website if you wish to lodge a complaint with the ICO.

9. Contact Us

Our contact details are as follows are:
Post: Stephen Lee, Queens Park Tennis Club CIC, The Pavilion, East Drive, Brighton BN2 0BQ
Email: stephen.lee.2@citystgeorges.ac.uk
Telephone: 07900582123