

# Coolhurst Tennis & Squash Club – Privacy Policy

Last updated: June 2025

Coolhurst Tennis & Squash Club ("we", "our", or "the club") is committed to protecting your personal data and respecting your privacy in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy outlines how we collect, use, and protect your information, both as a website visitor and as a club member.

## Part 1: Website Privacy Notice

This section applies to all visitors to our website who may submit enquiries or interact with our online services.

### 1. What We Collect

When you submit an enquiry or contact us online, we may collect:

- Your name
- Email address
- Phone number
- Your enquiry message (e.g. interests, availability, children's ages)

### 2. How We Use Your Information

We use the information you provide:

- To respond to your enquiry
- To share relevant details about membership, coaching, camps, or other club services
- To improve our services and understand areas of interest

We do not sell or share your personal data with third parties for marketing purposes.

### 3. How We Store Your Data

- Data is stored securely and only accessible to authorised staff or volunteers
- Enquiry data is retained for up to 12 months, unless you become a member or request deletion sooner

### 4. Website Analytics

We use Independent Analytics, a privacy-focused tool, to monitor how our website is used. This tool:

- Does not use third-party cookies
- Does not collect personal data
- Keeps all analytics data on our server
- Helps us understand site performance without tracking individual users

As a result, no cookie consent banner is required.

### 5. Third-Party Tools

If we use external services (e.g. for form management or emails), these are GDPR-compliant and operate under strict data protection terms. They do not use your data for their own purposes.

### 6. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request corrections or deletion
- Object to or restrict how your data is used

To exercise these rights, contact us at [admin@coolhurst.co.uk](mailto:admin@coolhurst.co.uk).

## **Part 2: Member Privacy Notice**

This section applies to Coolhurst members, whose personal information is collected and managed as part of club membership.

### **1. What We Collect**

We collect and process the following data for members:

- Name, title, gender
- Contact details (email, phone, home address)
- Car registration numbers
- Junior coaching details (if applicable)
- Member ID and PIN code for access
- Participation details for ladders, tournaments, or other events

### **2. Why We Collect It**

We use this data for:

- Membership management and renewals
- Court bookings and facility access
- Event organisation and internal communication
- Club governance and compliance with club policies
- Managing access to facilities such as the gym, car park, and clubhouse

### **3. Lawful Basis**

We process member data under the legitimate interests of operating a member-owned sports club, except where overridden by a member's rights or freedoms.

### **4. Data Storage and Security**

- Member data is stored on a secure system provided by Globus Data UK Ltd
- Data is hosted in the UK on Globus's secure servers
- Junior programme data is stored separately in a club-managed database
- Access is restricted to authorised individuals (staff, contractors, committee members)

### **5. Limited Disclosure of Information**

- Some member names may be displayed for internal competitions (e.g. ladders, tournaments)
- The club will consider requests from members who prefer their data not be displayed
- Data may be shared with lawful authorities or sports governing bodies where necessary

### **6. CCTV**

CCTV is used for safety, security, and loss prevention. It is registered with the Information Commissioner's Office and:

- Covers club premises only (not the public)
- Is managed by trained staff
- Stores footage securely for a limited time
- May be shared with police for investigations only

### **7. Member Access and Use of Data**

Members may access the online member database and contact others for club-related or social purposes. However, member data must not be used for:

- Marketing or sales
- Political or campaign messages
- Promoting candidates or proposals for club governance

For club-related discussions, members are encouraged to use the Coolhurst Bulletin Board:

<https://groups.google.com/forum/#!forum/coolhurst>

## **8. Retention and Deletion**

Member data is retained only as long as necessary for the purposes outlined. When no longer required, it is deleted securely and promptly.

## **Contact & Complaints**

If you have any questions about your personal data or wish to exercise your rights, contact:

Coolhurst Tennis & Squash Club

Coolhurst Road, Crouch End, London N8 8EY

Email: [admin@coolhurst.co.uk](mailto:admin@coolhurst.co.uk)

You can also contact the Information Commissioner's Office (ICO) for independent advice:

[www.ico.org.uk](http://www.ico.org.uk)