

LISBURN RACQUETS CLUB

PRIVACY NOTICE FOR OUR MEMBERS

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your membership with us. This notice applies to you if you are a member of our club or have registered to become a member. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection Lisburn Racquets Club (LRC) will be the Data Controller of any of your personal information you provide and is responsible for storing and otherwise processing that data in a fair, lawful, secure and transparent way.

References to **we**, **our** or **us** in this privacy notice are to Lisburn Racquets Club, which includes Alpha Badminton Club, Hilden Tennis Club and Lisburn Squash Racquets Club.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we not required to do so, but the LRC Management Committee will act as our Data Protection Compliance body with overall responsibility for data protection compliance in our organisation. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU

- personal contact details that allows us to contact you directly, such as name, title, addresses, email addresses and telephone numbers;
- date of birth;
- gender;
- membership start date;
- any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you;
- records of your attendance at any juvenile club play;
- CCTV footage;
- images in video and/or photographic form and voice recordings;
- your preferences on how we should contact you;
- identification documents such as passports;
- details of next of kin, family members and emergency contacts;
- records and assessment of any player rankings, grading or ratings, competition results, details regarding events/matches/games attended and performance (including that generated through player pathway programme);
- any disciplinary and grievance information;

2. SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store and use information about any disability or medical condition you may have. We will only collect this special category personal information with your explicit consent and is only processed for the purpose of passing to coaches to allow the safe running of training sessions or other events.

We may also collect, store and use information if members undertake an Access NI check through the Club and their name, role and date of check will be added to the Club Access NI monitor for 3 years.

3. WHERE WE COLLECT YOUR INFORMATION

- We typically collect personal information about our members when you apply to become a member of the club or when you correspond with us by phone, e-mail or in some other way.

If you are providing us with details of next of kin, family members and emergency contacts they have a right to know and to be aware of how what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with those whom you feel are sufficiently mature to understand it.

4. **WHY WE NEED YOUR PERSONAL DATA**

The reason we need your Data is to be able to administer your membership and provide the membership services you are signing up to when you register with the club. Our lawful basis for processing your personal information is that we have a contractual obligation to you as a member to provide the services you are registering for.

Reasons we need to process your data include:

For membership and club management

- processing of membership forms and payments;
- sharing data with committee members to provide information about club activities, membership renewals or invitation to social events;
- club newsletters/website promoting club activity, including where appropriate, photographs; and
- publishing of competition results and achievements by members.

For training and competition entry

- sharing personal data with club coaches or officials to administer training sessions;
- sharing personal data with club team managers to enter events/competitions;
- sharing personal data with facility providers to manage access; and
- sharing personal data with the relevant (Badminton, Tennis or Squash) Governing Bodies and other competition providers for entry in events and competitions.

For funding and reporting purposes

- sharing anonymised data with a funding partner as condition of grant funding e.g. Local Council, SportNI, etc;
- analysing anonymised data to monitor club trends; and
- sending club surveys to improve your experience as a club member.

Marketing and communications (where separate consent is provided)

- sending information about promotions and offers from sponsors;
- sending information about selling club kit, merchandise or fundraising.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you.

5. **MARKETING AND COMMUNICATIONS**

Email and post marketing: from time to time, we may contact you by email and post with information about events and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by contacting us using the details set out in the "**Contacting us**" section below. You can also unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

On occasion we may collect personal data from non-members (e.g. such as any non-member participant who fills in a form at a taster event. This information will be stored for no more than 30 days and then destroyed securely. Our lawful basis for processing data is consent. Therefore, we will also need explicit consent from non-members to process this data, which we will ask for at the point of collecting it.

The club has the following social media pages, e.g. Facebook, WhatsApp, Twitter, Instagram. All members are free to join these pages. If you join one of the Social Media pages, please note that provider of the social media platform(s) have their own privacy policies and that the Club does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data on the club social media pages.

6. **DISCLOSURE OF YOUR PERSONAL INFORMATION**

We share personal information with the following parties:

- **Any party approved by you.**
- **To any governing bodies or regional bodies for the sports covered by our club:** to allow them to properly administer the sports on a local, regional and national level.
- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime.

7. **TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY**

The personal information we collect is not transferred to and stored in countries outside of the UK and the European Union.

8. **HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?**

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 6 years after your last contact with us or the end of your membership. Exceptions to this rule are:

- CCTV records which are held for no more than 30 days unless we need to preserve the records to prevent and detect crime;
- Information that may be relevant to personal injury or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after the event.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address. Alternatively, you can contact us by using the details set out in the "**Contacting us**" section below.

9. **YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION**

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider; and

- the right to object to certain automated decision-making processes using your personal information.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

10. **CHANGES TO THIS NOTICE**

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

11. **CONTACTING US**

In the event of any query or complaint in connection with the information we hold about you, please email the Club Administrator, Jill Millar at jmillar@lisburnracquets.co.uk or write to us at Lisburn Racquets Club, 36 Belfast Road, Lisburn, BT27 4AF

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