

T&RA Privacy Policy

1. Introduction and about us

This privacy notice explains how and why the T&RA (referred to in this privacy notice as the “T&RA”, “we”, “our” or “us” meaning Tennis & Rackets Association Limited – collects, uses and shares your personal data as the national governing body for Real Tennis and Rackets in Great Britain.

How we use your personal data depends on whether you interact with us as a T&RA Member, a Data User, a professional, a volunteer, a ticket buyer or as a user of our websites www.tennisandrackets.com or www.realtennisonline.com or in some other way.

You should read this notice, so you know what personal data we collect about you, what we do with it and how you can exercise your rights in connection with it. You should also read any other privacy notices that we give you, that might apply to our use of your personal data in specific circumstances from time to time.

Real Tennis Online (RTO), which administers handicaps, rankings and court bookings has its own privacy statement which can be found on that website.

T&RA, which is registered with the Information Commissioner’s Office under registration number ZA288442, is the primary ‘data controller’ of your personal data for the purposes set out below. The T&RA is subject to the General Data Protection Regulation (the “GDPR”) and in this privacy notice “controller”, legitimate interests”, “personal data” and “process” have the meanings given to them by the GDPR.

If you have any questions about this notice, please email executive@tennisandrackets.com

2. The categories of personal data we collect

The T&RA collects and processes a range of information about you depending on how you interact with us:

For T&RA Members:

- Name
- Contact details, such as email address and (optional information) phone numbers
- Credentials such as passwords, password hints and similar security information for authentication and account access
- Gender
- Date of birth
- Postal Address (home and/or business as relevant)
- Country of residence
- Country of representation
- Membership of Real Tennis or Rackets Clubs, associations and related organizations
- Real Tennis handicaps and Rackets ranking

- Results and details of Real Tennis and Rackets matches played
- Court bookings made by you through the RTO Online Booking System
- Schools and universities attended (optional information)
- Other basic biographical information (where relevant)
- Records of communications and interactions we have had with you by various means
- Incidental personal information contained in the subject line and body of emails sent to or from you through RTO or to or from us or provided through our websites, including in messages and forms, for example forms for updating communication and marketing preferences
- Payment information including bank account or credit card details (used for accepting payments from you or making them to you, as applicable)
- Where relevant, parent's or guardian's contact details (for example, for T&RA Members who are children, where T&RA communications are sent to their parent).

For customers including ticket buyers (in addition to other information listed above):

- Delivery address for products or services, including purchased tickets;
- Payment information including bank account or credit card details (used for accepting payments from you or making them to you, as applicable) and details of returns or refunds, where relevant; and/or
- Dietary requirements where relevant for attending T&RA events.

For professionals (in addition to other information listed above):

- Qualifications and training;
- DBS information (criminal records checks), where applicable; and/or
- Disciplinary and safeguarding information, where relevant.

For volunteers (in addition to other information listed above):

- Records of activity such as volunteer role(s);
- Application details for the purposes of volunteering;
- Reference checks;
- DBS information (criminal records checks), where applicable;
- Disciplinary and safeguarding information, where relevant; and/or
- Availability information.

3. How we collect personal data

We may collect your personal information in a number of ways, principally:

- Directly from you, for example when you apply for T&RA Membership, purchase tickets, attend T&RA events, enter a competition, provide coaching or marking services, make enquiries on our website, and when you interact with us during your participation in Tennis and Rackets in various other ways;
- From someone else acting on your behalf, for example when a parent or guardian has purchased T&RA Membership for you as their child, when a ticket buyer names you

as their guest at an T&RA event, or when a professional provides tournament results to the T&RA;

- On rare occasions, we may receive information about you from others who are not acting on your behalf (for example, where someone makes a complaint about you which we then investigate);
- By creating it ourselves, for example when we produce match reports from events; and/or
- When you make enquiries on our website, or when you interact with us (for example, where you volunteer to assist with a competition or tournament organised by us or enquire about a volunteering opportunity).

4. Our basis for processing personal data and the purposes for which we use it

Performance of contracts. The T&RA will process your personal data where this is necessary for the performance of a contract with you, or to take steps at your request before entering into such a contract. For example, we need to process personal data in order to comply with the terms and conditions of T&RA membership, other terms and conditions relating to the purchase of products or services including tickets, funding and player support agreements with players, services contracts with professionals, volunteer agreements and the terms and conditions applicable to the use of our websites.

Compliance with our legal obligations. In some cases, the T&RA needs to process your personal data in order to comply with its legal obligations. For example, we need to process personal data in order to comply with health and safety legislation, carry out DBS (criminal records) checks on professionals and volunteer roles (where relevant) for safeguarding purposes, report certain tax information about our financial arrangements with third parties to HM Revenue & Customs and the Charity Commission and assist with investigations by police and/or other competent authorities.

Legitimate interests. In other cases, the T&RA has 'legitimate interests' in processing personal information about individuals we interact with for the wider public benefit. Our principal legitimate interests are in pursuing our mission to get more people playing Real Tennis and Rackets more often and administering the games in a way that promotes and safeguards the integrity of Tennis and Rackets. For example, we need to process personal data in pursuit of our legitimate interests in order to:

- organise competitions and major events, and process and publish results, ratings and rankings data from competitions, including disciplinary data, and other personal data which is necessary for the T&RA to be a central repository of match results across Tennis and Rackets;
- market the T&RA's products and services (including tickets, participation programmes and events), and promote Tennis and Rackets more generally;
- keep appropriate records of professionals and volunteers;

- administer our programmes (for example, make player selection decisions);
- structure the T&RA with a 'head office' at the Queen's Club, storing most personal data centrally and making use of RTO for the purposes of efficient, fast and secure access to personal data; and
- conduct research and statistical analysis (for example into boosting volunteers;
- generally, perform our functions as the national association and governing body of Real Tennis and Rackets, including maintaining and operating the handicap system, adjusting handicaps and rankings, managing, planning and delivering our strategies for maintaining and promoting Real Tennis and Rackets (including player, sponsor and prospective player and sponsor targeting) and training our staffs and volunteers.).

Where the T&RA relies on legitimate interests as the legal basis for processing personal data, it has considered whether or not those interests are overridden by the interests or fundamental rights or freedoms of the individuals whose data are being processed and concluded that the processing is, on balance, fair.

Consent. The T&RA may also process your personal data on the basis of consent you give, for example to send you certain direct communications.

5. Who we may share your data with

Personal data collected and processed by the T&RA may be shared with the following recipients, or categories of recipients, where necessary:

- Someone acting on your behalf, for example a parent or guardian who has purchased T&RA Membership for you as their child;
- Our employees and volunteers (as applicable), for the purposes of providing particular products or services to you;
- Event or competition organisers and professionals involved in events and competitions you are taking part in;
- (Where you are a volunteer) with our employees and other volunteers, for the purposes of volunteer administration and any volunteering application; and to arrange your accreditation for an event;
- Your Tennis or Rackets club, where relevant (for example, in order to resolve an issue raised by you that your club has referred to the T&RA);
- Our contractors and suppliers, where they process personal data on our behalf (for example, IT consultants and software providers, specifically RTO), which the T&RA uses to administer handicaps and rankings;
- For players, other Tennis and Rackets organisations such as the LRTA, IRTPA, RPA and competition organisers;

- The Disclosure and Barring Service, and safeguarding committees and umbrella bodies (for the purpose of carrying out criminal records checks on coaches and officials and others where relevant), HM Revenue & Customs (for tax reporting purposes), the police and/or other competent authorities, as applicable; and
- Former employers and other providers of necessary background checks.

Where our website includes links to third party website such as websites of Real Tennis Clubs and/or personal data (such as your booking information) is provided to those websites such data is subject to the privacy policies of those websites.

Typically, the T&RA will not transfer your personal data to countries outside the European Economic Area (“EEA”). If any disclosures of personal data referred to above require your personal data to be transferred from within to outside the EEA, we will ensure that adequate safeguards are in place.

6. How long we will store your data

We may retain your personal data for no longer than is necessary for the purposes for which we are processing it for. This will depend on a number of factors, including:

- any laws or regulations that we are required to follow;
- whether we are in a legal or other type of dispute with each other or any third party;
- the type of information that we hold about you; and
- whether we are asked by you to keep your personal data for a valid reason.

Where our processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. If you do decide to withdraw your consent we will stop processing your personal data for that purpose, unless there is another lawful basis we can rely on – in which case, we will let you know. In other cases, you can object to this processing at any time. If you do this, we will need to show either a compelling reason why our processing should continue, which overrides your interests, rights and freedoms or that the processing is necessary for us to establish, exercise or defend a legal claim.

On expiry of the relevant retention period, your personal data will be deleted, suppressed or anonymised, as applicable, save that we will retain comprehensive details of player handicaps, rankings, ratings and results for archiving purposes in the public interest, or historical or statistical purposes, bearing in mind our role as the national governing body for Tennis and Rackets.

7. Your rights in relation to your personal data

You have the right (subject to certain conditions) to:

- access your personal data and to be provided with certain information in relation to it, such as the purpose for which it is processed, the persons to whom it is disclosed and the period for which it will be stored;
- require us to correct any inaccuracies in your personal data without undue delay;

- require us to erase your personal data, for example where your personal data is no longer needed for the purposes for which it was collected or where the relevant processing is unlawful. Please note that it will not be possible to remove your name or handicap information from the results of historic Real Tennis or Rackets matches in which you played;
- require us to restrict processing of your personal data;
- receive the personal data which you have provided to us, in a machine-readable format, where we are processing it on the basis of your consent; and
- object to a decision that we make which is based solely on automated processing of your personal data.

The T&RA protects the personal information it holds from misuse, loss, unauthorised access, modification or disclosure by various means including password access and secure servers. However, please note that, in relation to any personal data you submit to us online, we cannot guarantee the security of data sent to us in this way. Transmission of data over the internet is at your own risk. You are responsible for keeping any passwords you use to access T&RA websites or platforms safe.

The T&RA endeavours to ensure that the personal information it holds is accurate, complete and up-to-date.

You may make an access request to the T&RA. The T&RA will ask you to verify your identity and specify what information you require and may charge a fee to cover the costs of meeting your request. Please email executive@tennisandrackets.com if you would like to exercise any of your privacy rights. However, if you consider that we are in breach of our obligations under data protection laws, you are always entitled to submit a complaint to the Information Commissioner's Office. You can also find out more about your rights under the GDPR (and other data protection legislation) from the Information Commissioner's Office website available at: www.ico.org.uk.

8. If you do not provide personal data

In some cases described above, the provision of personal data is a contractual requirement, and/or a statutory requirement if you wish to engage with either Tennis or Rackets in a certain way (for example, where you wish to work as a professional, and there is a statutory requirement for your club or school to carry out a criminal record check on you, for safeguarding purposes). In those and other cases, if you do not provide us with certain personal data, we may not be able to work with you or provide our products or services or information to you (as applicable), or it may adversely affect the provision of our services to you.

9. Cookies

Information may be sent to your computer in the form of an Internet "cookie" to allow the T&RA servers to monitor your requirements. The cookie is stored on your computer. The T&RA server may request that your computer return a cookie to it. These return cookies do not contain any information supplied by you.

This is necessary to allow the T&RA to measure the usability of the systems, which will help to improve the user experience of our websites. Your browser software should however enable you to block cookies if you wish to.

10. Communication preferences

You can choose whether you wish to receive alerts from the T&RA. If you would like to opt out, you can do so by following the directions in those messages. To opt out of receiving the T&RA Annual Report and newsletters email executive@tennisandrackets.com.

11. Contact us

If you have any queries about this privacy notice or how we process your personal data, you may contact us by email: executive@tennisandrackets.com

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