



We Do Tennis Ltd Data Privacy Policy

1. Introduction

We operate this Privacy and Cookies Policy because we are committed to safeguarding the privacy of those using our website www.wedotennis.co.uk and the confidentiality of any information that we collect about you.

This Privacy and Cookies Policy sets out how we will use any personal data that we may obtain from you. If we change any of the terms of our Privacy and Cookies Policy, we will post the revised policy on our website.

Whenever you submit your information to us, whether it be by using our website, by email, over the telephone, in person or by any other means, we will collect and use of such information in accordance with the terms of this Privacy and Cookies Policy. We are committed to ensuring that all personal data we hold is treated properly and in accordance with applicable data protection legislation. In accordance with data protection legislation, we are required to explain to you how we will treat any personal data which we collect from or about you.

2. Who are we?

We are We Do Tennis Limited. We are a limited company in England (number 300675924) whose main trading address is 7 Stanley Jackson Way, Welton, East Yorkshire, HU15 1PS. We are the data controller in respect of all personal data collected via our website. We are registered as a data controller with the Information Commissioner's Office ("ICO") and our registration number is A8713866.

3. When do we collect information about you?

You may give us information about you:

- when you contact us by any means (including via the website, over the phone, by email or by post) with queries, bookings etc.;
- when you make a booking via our website;
- when you engage with us on social media;
- when you choose to complete any surveys we send you;
- when you subscribe to our mailing list;
- when you fill in any forms (for example, accident report forms, health questionnaires);



- when you agree to be photographed;
- when you take part in a competition or prize draw;

Children

For children under the age of 18 years we will obtain consent to hold information from whoever holds parental responsibility for the child. We will obtain and only utilise the contact details for the person with parental responsibility, we will not contact the child directly.

4. What information do we collect about you?

The information we may collect, use, store and transfer about you includes the following:

- name, username or similar identifier (such as social media username), photograph, title, date of birth and gender (“Identity Data”);
- delivery address, billing address, email address and telephone number(s) (“Contact Data”);
- bank account and credit/debit card information (“Financial Data”);
- details of your interactions with us, including interactions through our website, by telephone, email, in person and through social media (“Transaction Data”). For example, information regarding your bookings;
- your preferences in receiving marketing from us and your communication preferences (“Marketing Data”);
- information regarding any accident you have been involved in or any health information that we need to be aware of (“Health Data”) and
- your comments and reviews.

We may also automatically collect data about you such as internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website (“Technical Data”) as you interact with our website. We collect Technical data by using cookies and other similar technologies. Please refer to section 10 for further information regarding the cookies used on our website.



5. How and why do we collect information about you?

We have set out below a description of how and why we may use personal data you give us and which of the legal bases we rely on to do so in the table below.

Purpose/Activity	Type of Data	Lawful basis for processing
<p>To manage and process any bookings you make including:</p> <ul style="list-style-type: none"> • Manage payments and direct debits; • Allocate you to the right session or course; • Collect and recover money owed to us. 	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Financial Data; • Marketing Data 	<ul style="list-style-type: none"> • Performance of a contract with you; • To collect money owed to us; • Consent - in respect of your marketing preferences.
<p>To respond to an enquiry made by you, whether via the website, over the phone, by email, social media or by post.</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Transaction Data. 	<ul style="list-style-type: none"> • To respond to your enquiry and provide you with the information requested regarding our business and services.
<p>To provide you with marketing information regarding our services.</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Marketing Data. 	<ul style="list-style-type: none"> • Consent; • Legitimate interests, where legally permitted to do so in order to promote our business - for example, we may send you direct marketing information telling you about events that might be of interest to you. <p>If you decide that you do not wish to receive such mailings please see section 7 below.</p>
<p>Organise competitions and events</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Financial Data; • Marketing Data 	<ul style="list-style-type: none"> • Performance of a contract with you; • To collect money owed to us; • Consent - in respect of your marketing preferences.
<p>To enable you to partake in a prize draw, competition or complete a survey.</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Marketing Data. 	<ul style="list-style-type: none"> • Performance of a contract with you; • Necessary for our legitimate interests, to study how customers use our services and to grow our business.
<p>To log, report and respond to any incidents that have happened during provision of our services and to make coaches aware of any safeguarding matters in relation to any children attending sessions.</p>	<ul style="list-style-type: none"> • Identity Data; • Contact Data; • Health Data. 	<ul style="list-style-type: none"> • Compliance with a legal obligation; • Explicit consent; • Vital interests.



Purpose/Activity	Type of Data	Lawful basis for processing
To send communications required by law or which are necessary to inform you about our changes to the services we provide you. For example, updates to this Privacy Policy.	<ul style="list-style-type: none"> Identity Data; Contact data. 	<ul style="list-style-type: none"> Necessary to comply with a legal obligation.
To administer and protect our business and our website from fraud and other illegal activities (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).	<ul style="list-style-type: none"> Identity Data; Contact Data; Financial Data; Technical Data. 	<ul style="list-style-type: none"> Necessary for our legitimate interests, for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise; Necessary to comply with a legal obligation.
To use data analytics to improve our website, customer relationships and experiences.	<ul style="list-style-type: none"> Technical Data 	<ul style="list-style-type: none"> Necessary for our legitimate interests, to define types of customers, to keep our website updated and relevant, to develop our business and to inform our marketing strategy.
To take photographs during our sessions.	<ul style="list-style-type: none"> Identity Data 	<ul style="list-style-type: none"> Consent.
To consider you for a vacancy.	<ul style="list-style-type: none"> Identity Data Contract Data Information contained within your CV and application form. 	<ul style="list-style-type: none"> Legitimate interests, to run and improve our business. Necessary to comply with a legal obligation.

If we require your information for the purposes of performing a contract with you and you fail to provide this information, or if the information you provide is not accurate, we may not be able to perform the contract we have or are trying to enter into with you.

You warrant that any information you supply to us is accurate and up to date, that you will inform us if any such information requires updating, and that if you submit a third party's details to us you have that third party's permission to do so.

We will not sell any of your personal data to any third party.

6. Who do we share your personal data with?

We may share personal data about you:

- with third parties (e.g. Coaches) who are directly involved in dealing with any enquiry or booking made by you;
- with service providers acting as processors who provide IT and system administration services;



- where such disclosure is required by law;
- with third parties who are providing us with professional advice;
- where the disclosure is in connection with any criminal investigation, legal proceedings or prospective legal proceedings where permitted by law;
- where the disclosure is in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- where we are required to enforce our Terms and Conditions of Booking;
- where we have stated or informed you otherwise (e.g. in this policy or on our website); or
- if you receive goods or services which involve the goods and services of a third party we will pass information about you to the supplier so that it can provide you with these goods or services and any associated services which we ask it to provide.

We will not pass on your information to any third party for the purpose of marketing.

7. How do you stop marketing information being sent to you?

You can ask that marketing information is no longer sent to you by emailing us at matt@wedotennis.co.uk, or by writing to us at 7 Stanley Jackson Way, Welton, East Yorkshire, HU15 1PS, or by clicking on the appropriate link in the footer of any of our marketing emails.

It may take up to 14 working days to remove you from our marketing lists.

8. What are your rights?

Under certain circumstances, by law you have the right to;

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).



- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

In accordance with applicable data protection legislation, we follow security procedures when we process your personal data. We may therefore request proof of your identity before disclosing certain information to you or acting on any requests.

Please contact us if you have any reason to believe that information we hold about you is inaccurate.

9. How long do we retain your personal data?

We only retain your personal data for as long as we need it for the purpose for which it was collected. Whilst taking in to consideration our legal obligations, we will on an ongoing basis: review the length of time we retain your personal data; consider the purpose or purposes for which we hold your personal data for in deciding whether (and for how long) to retain it; securely delete your personal data if it is no longer needed for such purpose or purposes; and update, archive or securely delete your personal data if it goes out of date. Specific retention periods are set out below. For further information on how long we retain your personal data please contact matt@wedotennis.co.uk

- Photographs obtained will be deleted if they are not used or if you withdraw your consent.
- Job applications will be retained for 3 years.

10. Cookies

Our website uses “cookies” to ensure you receive the best possible experience. Cookies are files which are sent by a web server to an individual’s computer which are stored on that computer’s hard drive. A cookie contains text, and is like an identification card which can only be translated by the server it originated from.

Cookies cannot tell us information such as your email address, which we can only collect where you tell us, for example if you submit an enquiry to us.

Most internet browsers allow you to prevent cookies being stored on your computer. Alternatively, you may be able to configure your browser to accept all cookies or to notify you when a cookie is offered by our server. You may also be able to delete all cookies currently stored on your web browser.

We may also collect information about where you are on the Internet (e.g. the URL you came from, IP address, and domain types like .co.uk and .com), your browser type, the country where your computer is located, the pages of our website that were viewed during your visit and any search terms that you entered on our website. We will use this information to administer our website, for internal operations (including troubleshooting, data analysis, testing, research, statistical and survey purposes) and as part of our efforts to keep our website safe and secure.

For further information about cookies and how they are used, please visit www.aboutcookies.org



11. What about third party websites that you can access via our website?

Our website contains links to other websites which are outside our control and are not covered by this Privacy and Cookies Policy. If you access other websites using the links provided, the operators of those websites may collect personal data from you which will be used in accordance with their respective privacy policies which you should read. We are not liable for the practices of such third party website operators in respect of your personal data.

You acknowledge that any information that you post using our social media facilities will be viewable by anybody who visits those websites and that such information is also subject to the relevant provider's privacy policy. You are advised to consult each such privacy policy to see how they will use your data.

12. What if I want to complain about how you are handling my information?

You have the right to lodge a complaint if you have any concerns with regard to the way in which we process your personal data.

Please contact us in the first instance by emailing us at matt@wedotennis.co.uk or by writing to 7 Stanley Jackson Way, Welton, HU15 1PS.

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk

