

Our Commitments

We are committed to ensure that all personal data processed by the Company is handled in accordance with the laws and principals of the European General Data Protection Policy (GDPR).

Our Privacy Policy is intended to describe to you how and what data we collect, and how and why we use your personal data. It also describes options we provide to access, update or otherwise take control of your personal data that we process.

We treat your data with the utmost care and take appropriate steps to protect it.

Your Rights

You have a number of legal rights to control what we do with your information. For example, you can see what information we have about you; correct or update information that is wrong; prevent us from sending you marketing materials and newsletters.

You can exercise your right of accessing and updating your data by connecting to your space '[myITA](#)' account or sending an email to: contact@itaclub.be

Communicating With You

We will use your data to contact you directly regarding products or services you have signed up to or purchased from us, such as necessary to deliver transactional or service related communications. We may also contact you with offers for additional services we think you'll find valuable. You don't need to provide consent as a condition to purchase our goods or services.

These contacts may include email, text (SMS) messages, WhatsApp, phone and post.

Information We Collect

With personal data we refer to the information we collect directly from you when you:

1. Create an account, make an enquiry, register for a course
2. When you contact us by any means with queries, complaints etc.
3. When you fill in any kinds of forms, e.g. 'Register your interest' distributed at open days

4. Participate in contests and surveys, apply for a job, request newsletters or otherwise participate in activities we promote that may require information about you.

Your personal data includes information such as:

- Name
- Gender
- Language
- Address
- Telephone numbers
- Date of birth
- Email address
- You may also add other information to your account, such as a profile picture
- For your security, we'll also keep an encrypted record of your login password.

Account related information is collected in association with your use of our Services, such as product purchases, courses registered, payment methods and date. This may also include bank account numbers, medical details and other general information (if provided by you when registering for a course). We ensure that all this information is stored confidentially and will not be used for any other purpose than the relevant service.

How We Protect Your Personal Data

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

Access to your personal data is password protected.

How We Use Your information

We use the contact details you have provided to us to send you information relevant to the courses you have registered for, as well as products and services available. According to the details provided to us, this information can be sent by email, text (SMS), WhatsApp, phone and post.

We use your information to understand our customers' needs and to improve the products and services we offer. We also use it to comply with laws and regulations that apply to us and to protect our business, our customers and contractors.

Supplemented Data

We may receive additional information about you from other sources, such as the school or tennis club of which you are a member. In this case we may combine this data with the information we already have about you in order to update and expand the accuracy of our records to provide products and services that may be of interest to you.

How Long We Keep Your Information

We don't keep your information for longer than we need to. We retain personal data for 3 years or as long as necessary to provide the services you have requested and thereafter for a variety of legitimate legal or business purposes.

These might include retention periods:

Mandated by law, contract or similar obligations applicable to our business operations; for preserving, resolving, defending or enforcing our legal/contractual rights; or needed to maintain adequate and accurate business and financial records.

Sharing With Trusted Third Parties

ITA works in close cooperation with third parties that are needed to provide the services required to fulfil your request. In order to guarantee the quality of our services, we may need to share personal data of our participants with the following parties: (i) IT Management Company 'iClub SPRL' who supports our business system; (ii) independent coaches who work under contract with ITA to deliver the courses; (iii) tennis clubs and schools with which we operate for security purposes.

- (i) Sharing data with Management Company 'iClub SPRL'

We may be required to share your personal data with 'iClub SPRL' to resolve account issues (e.g. you have reported receiving duplicate emails).

- (ii) Sharing data with independent coaches who work under contract with ITA

We need to share your details with contracted Independent ITA Coaches who are providing the course, e.g. tennis lessons. Independent ITA Coaches are subject to strict data processing terms and conditions and are prohibited from utilizing, sharing or retaining your personal data for any purpose other than as they have specifically contracted for.

We provide only the information they need to perform their specific services. They may only use your data for the exact purposes we specify in our contract with them. We work closely with them to ensure that your privacy is respected and protected at all times.

If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

- (iii) Sharing data with tennis clubs and schools with which we operate

We may be required to share your personal data with the schools or tennis clubs in which we operate or which we have partnered. This may be the case for security reasons (e.g. to allow entrance to the facilities and/or to provide a list of names on site). ITA ensures that only the required information relevant to the school/tennis club where you are playing will be shared upon request of the partner institution.

Marketing

After registering for an ITA activity, you will receive marketing information relating to ITA products and services we think will be of interest and relevant to you. If you no longer want to receive these communications you can tell us at any time by logging into ['myITA' account](#) or sending an email to: contact@itaclub.be

Use of pictures and video material

Pictures and video material taken during the ITA activities you subscribe for could be published anonymously on ITA social media channel and ITA website (www.itaclub.be), as well as in printed media for promotional purposes. We will not publish any personal data such as name of the person in the picture/video without the explicit permission of this person (or parents when this concerns a child under 18 years old).

You understand and agree you can prevent ITA from the use of pictures and video material in which you are visible, through sending an email about this to contact@itaclub.be.

How You Can Access, Update And Manage Your Data

To easily access, view, update, your personal data or to update your subscription preferences, please sign in to ['myITA' account](#) and click 'My Details'.

To stop newsletter communications you can unsubscribe in ['myITA' account](#).

Please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated.

If you have any questions that haven't been covered, please contact our Data Protection Officer who will be pleased to help you:

Email us on contact@itaclub.be.

Or write to us at:

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