

## PRIVACY POLICY

At Ashtead Squash & Tennis Club (ASTC), we're committed to protecting and respecting your privacy.

This Privacy Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Privacy Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Privacy Policy.

Any questions regarding this Privacy Policy and our privacy practices should be sent to Ashtead Squash & Tennis Club, 39 Skinners Lane, Ashtead KT21 2NN, Surrey. Alternatively, you can telephone 01372 272215.

### **How do we collect information from you?**

We obtain information about you when you use our website, for example, when you contact us about joining the club or fill out one of our website forms.

### **What type of information is collected from you?**

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

### **How is your information used?**

We may use your information to:

- process orders that you have submitted;
- carry out our obligations arising from any contracts entered into by you and us;
- deal with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you;
- process a grant or job application

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### **Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to send you mailings).

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be assured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our club, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us by telephone on 01372 272215.

### **How you can access and update your information?**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please write to us at: to Ashted Squash & Tennis Club, 39 Skinners Lane, Ashted KT21 2NN, Surrey. Alternatively, you can telephone 01372 272215.

You have the right to ask for a copy of the information ASTC hold about you. We will initially provide this free of charge but may charge for repetitive information requests to cover our costs in providing you with details of the information we hold about you.

### **Security precautions in place to protect the loss, misuse, or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Our website is hosted on a secure server and you will see a lock icon at the top of the page of web browsers such as Google Chrome and 'HTTPS' in front of the page URLs.

The 'S' at the end of HTTPS stands for 'Secure'. It means all communications between your browser and our website are encrypted. HTTPS is often used to protect highly confidential online transactions but we use it to ensure all your data is protected.

### **Profiling**

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

### **Use of 'cookies'**

Like many other websites, the ASTC website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to

recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your preferences and provide analytics. This helps us to improve our website and deliver a better, more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the privacy policy of that third-party site.

### **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please do not provide us with personal information on our website.

### **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### **Website recording**

Our web site may use web site recording services. These may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal data. Data collected by services is for ASTC's internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

### **Review of this Policy**

We keep this Privacy Policy under regular review. This Policy was last updated in April 2018.