



Privacy Policy

Introduction

Crescent Lawn Tennis Club (the Club) values everyone who engages with us by whatever means, and we do all we can to protect your privacy and to make sure the personal data you provide us is kept safe. This policy explains how we collect data, how we use and store information and what it means for you.

Who we are

For the purposes of the General Data Protection Regulation (“GDPR”) and UK data protection laws, the controller is Crescent Lawn Tennis Club (the Club) 49 Sydney Road, Sidcup, Kent, DA14 6RA.

What specific information we collect

Some of the essential Information we collect includes; full name and contact details; date of birth; emergency contact information; membership status and history; payment information and medical information (where relevant for health and safety).

Will also collect optional Information such as photographs and videos from club events (this is undertaken in accordance with our photography and filming/and safeguarding policies); tournament participation and results; social media handles (if provided) and Communication preferences.

Information about junior members includes; parent/guardian contact details; medical conditions; school information and emergency contacts.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

How we collect information

We collect a range of information from you; when you apply for or renew a membership with the Club; register for tournaments or events; sign up for coaching; make payments; communicate with club officials or use our website or booking systems

We use various platforms to communicate with members, through email newsletters and updates WhatsApp groups - see below and through third party sites such as LTA Clubspark - online court booking and communication system and Our Padel App (Crescent Tennis Club/MatchPoint) our online court booking and communications system.

How we use your information

We use your information in a number of ways such as; membership administration, court booking management; tournament organisation; team selection and management, emergency contact purposes; safeguarding compliance and Annual LTA venue registration (British Tennis/LTA Advantage members who have affiliated themselves to the Club).

We use your information to communicate with you through our club newsletters and updates; event promotions and invitations; team arrangements, coaching information; membership renewals.

We may be required to use your information to ensure that we are complying with legal requirements such as health and safety compliance; insurance purposes; safeguarding requirements and financial records.

The Club uses WhatsApp as an additional means of communication to members. Adult members are invited to join groups specific to their membership type (e.g. Adult Beginners/Improvers), league team and informal/social club engagement.

Each of these WhatsApp groups are part of a general 'umbrella' adult member announcement group, which is used for club wide notices. Please note that subscription to these WhatsApp groups is voluntary and not compulsory. You can remove yourself from any of these groups at any time.

Any urgent or important club communication will always be sent out by email.

Team captains use WhatsApp regularly to communicate to their squads. Captains will invite members to join the relevant team WhatsApp group at the start of a new league season. We do not encourage juniors using WhatsApp. Any communication should be with the parent/guardian or career, preferably in person, by email, telephone or with agreement the parent joining the WhatsApp group.

Sharing your information with others

We do not sell or share your personal data for other organisations to use other than as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our Management Committee and volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled;
- For the purpose of arranging competition, events and inter club league matches.
- Our contractors and suppliers, including coaching providers;
- MatchPoint - who administer our Padel booking system;
- Sidcup Sports Club (SSC) for the purposes of administering/offering an SSC Membership Card, to advertise events and promotions and for health and safety reasons.

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it. For most membership data, this means we retain it for so long as you have a valid Club membership and for a period of seven years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

CCTV Usage

The Club operates CCTV for the security of its premises and property, specifically its tennis courts and the padel court.

This is intended to capture images of intruders or of individuals damaging property or removing property without authorisation. Images are overwritten when the memory drive becomes full, so in general are not saved long term, except where the images may identify an issue – such as a break-in or theft – and are retained specifically in the context of an investigation of that issue. Access to CCTV footage is strictly restricted to authorised personnel only.

The Club does not operate any other cameras other than those mentioned above - Any other camera on the site - these are operated by Sidcup Sports Club, other clubs or the nursery on the site. The Club does not operate any camera inside the clubhouse.

Further details of CCTV can be found in the Club's CCTV policy.

Cookies:

To learn more about the Club's website how we use these and your choices in relation to these tracking technologies, please refer to our Cookie Policy

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. You may also;

- 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.
- 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.

Security:

The security of your information is important to us and we will use reasonable security measures to prevent the loss, misuse or un-authorized alteration of your information under our control. However, given the inherent risks, we cannot guarantee absolute security and consequently, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk.

Contact and concerns

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact the Club’s Chairman chairman@crescenttennisclub.co.uk

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.

Date approved: June 2026

Review date: June 2028

Schedule of updates and amendments

| Date of update/amendments | Update /amendment: |
|---------------------------|---|
| October 2025 | To include sharing of personal data to Sidcup Sports Club |
| | |