



Member Privacy Notice

The Parsons Green Sports & Social Club is committed to protecting your privacy and meeting the requirements of data protection legislation. This privacy policy explains:

- what personal data we collect about you
- why we collect that personal data
- who we share your personal data with
- why we might contact you and how you can change that
- how long we retain your personal data for
- how we keep your personal data secure
- what rights you have in relation to your personal data.

When the Club talks about 'personal data' in this policy, the Club means any information which could be used to identify you, either directly or indirectly when combined with any other information the Club may hold about you.

This privacy policy covers our use of your personal data which the Club collects about you through the membership and renewals process, reservations and bookings at our facilities, attendance at our events, and your other interactions with the Club.

In this privacy policy, when we refer to 'we', 'us', 'our' or 'Club' we mean The Parsons Green Sports & Social Club Limited which is often referred to as The Parsons Green Club of Broomhouse Lane, London, SW6 3DP. The Club is the data controller for the purposes of the Data Protection Act 2018 under the Information Commissioner's Office registration number **00016548684**.

If you would like to contact the Club about this privacy policy or for further details about how the Club uses your personal information please contact parsonsgreenclub@gmail.com.

Personal data collected by the Club

The Club holds the following personal information:

- Personal data that you provide to us

We store personal data you provide directly to us through your membership application and throughout the length of your membership, which includes your annual renewal, membership category, bookings, enquiries, preferences provided and attendance at events.



We publish our Members' names, email address, mobile number and other telephone numbers on our secure online portal and Racquets boards. This being for the ease of contact in the leagues/tournaments, including external matches. If you do not wish for your contact details to be listed, this can be done through updating your preferences online or emailing the club.

- Personal data we collect about you

The Club stores personal data that the Club collects about you when you use our services and physical and online facilities. These include things such as bookings history, financial transaction information and CCTV images.

- Personal data from other members

As part of the membership application process the Club may collect information about you from other members who may be of support during your application. The Club may also hold on file information from other members of the Club which is in the public domain, where appropriate.

- Personal data relating to children

The Club holds data relating to members aged under 18 years old in order to provide Junior memberships. The Club collects and processes this data with the consent of a parent or holder of parental responsibility .

In compliance with GDPR, where the Club relies on consent as the lawful basis for processing a child's personal data, we will ensure that those aged 13 or over provide their own consent, additionally to parental consent, and for those under the age of 13, we will collect consent only from whoever holds parental responsibility for the child.

In these instances, the Club will ensure that the wording when collecting the consent for the personal data of the child is clear for both the child of 13 years or above and the parent(s) of the child under the age of 13.

Reasons for collecting that personal data

The Club collects and stores personal data in order to provide you with membership-related services, such as access to our facilities and attendance at our events, on the basis of performance of a contract or to take steps to enter into a contract such in the application for or renewal of membership.

The Club has a legal obligation to collect and store some information, such as information to safeguard the health and safety of our members and employees.

The Club also has legitimate interests for processing your data which include:

- collecting and storing information for demographic and research purposes in line with the Club's heritage values and to assist the Club's business planning for members



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- collecting and storing information about your preferences, likes and dislikes in order to provide a high level of customer service
- processing information in order to provide members with information about Club news and events and offers available as part of their membership
- processing information relating to usage of Club facilities for consideration for committee membership
- processing information such as your preferences and purchase history in order to send you tailored offers and events
- organising activities and matches through the Club's Committees
- information required to investigate a breach or suspected breach of the Club's rules.
- It is necessary for compliance with our legal obligations (for example, safeguarding and child protection; or for the prevention and detection of crime; and in order to assist with investigations – including criminal investigations – carried out by the police and other competent authorities).

Where the Club is relying on its legitimate interests for using your data, it will conduct an assessment to ensure that this is proportionate and fair.

The Club will process special categories of personal data as required, such as medical (including allergy) information in order to make special adjustments for the use of premises and facilities, where you have chosen to make this information known to us. The Club will store this information for the duration of your membership.

Membership Cards

In order to provide the Club's members with access to the Club's site and facilities, the Club operates a contactless ID entry system. This system is intended to (a) permit the Club's members to access the Club's sports facilities at all permitted times, even when there is no representative of the Club on site; and (b) strengthen the security of the site and help to prevent unauthorised entry. The Club requires to have photographs on club systems for the purpose of ensuring the access is of the person who is carrying the Membership card. For the above purposes, each new member has his/her photograph taken when he/she first becomes a member and is then issued with a Membership card. The Club does keep copies of all photographs on file, both for its own internal purposes and so that lost or damaged membership cards can be quickly and easily replaced. The Chair of the Club ("the Chair") and the General Manager ("GM") are the only people who have access to these photographic records. An individual's photograph is securely removed from the Club's records when he/she ceases to be a member of the Club.



CCTV

In order to comply with its obligations under its Premises License (which was granted by LBHF and which permits the sale of alcohol in the clubhouse) and for its own security purposes, the Club has positioned CCTV cameras both outside and inside the Clubhouse premises. For its own security purposes, the Club also maintains CCTV cameras at the entrance to, and along the passages of, the racquets pavilion. In addition to complying with its obligations to LBHF, the Club will use all the above CCTV cameras to (a) prevent and detect crime; (b) provide evidence in the event of theft, damage to property, personal injury and/or unauthorised entry; (c) for insurance purposes; and/or (d) to assist the police in their legitimate enquiries. The Club does not use the CCTV footage for any other purpose. The Chair and GM of the Club are the only people, who have authorised access to the CCTV footage. The data, which is collected by the CCTV cameras, is stored for only 30 days. At the end of that time, the system records over itself and all the previously collected data is automatically destroyed.

Who the Club shares your personal data with

The Club may share your personal data with the following types of organisations when required:

- printing firms within the UK, in order to provide printed documents necessary for our services such as membership cards, seating plans for events and similar
- mailing houses within the UK, in order to post out information to you, such as our Annual General Meeting (AGM) information and club literature
- the providers of the IT systems used by the Club (including by Committee groups)
- partner companies within the UK with which the Club is running events, in order to compile guest lists
- from time to time the Club may use an accredited third-party confidential waste provider to securely dispose of personal information.

This list is not exhaustive and other reasons for sharing information may be required.

Receiving communications from the Club and updating your preferences

Members receive emails from the Club about events, activities and offers that the Club thinks may be of interest to them as a benefit of being a member of the Club. Members are able to update their contact preferences **online in the Members Area** of the website or by contacting parsonsgreenclub@gmail.com.

The Club may also send email communications to non-members whose personal details the Club has received through interest in or attendance at one of our



events. The Club will only contact them with their consent, and they can opt out of future communications at any time by contacting parsonsgreenclub@gmail.com.

Retention of personal data

We keep your personal data for no longer than is reasonably necessary. If you are no longer associated with the Club, your information will be kept for a reasonable period for the purposes of statutory record-keeping and dealing with any legal claims/disputes. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, the applicable legal requirements and other factors that we consider relevant.

The Club retains personal information in line with our retention schedule which is based on:

- the Club's heritage purpose (honours boards as example)
- operational requirements
- legislative requirements

Security of personal data

The Club takes the confidentiality, integrity and availability of your personal data seriously and has implemented technical and organisational measures to ensure that your information is kept secure. These include, but are not limited to, encryption/passwords and access controls.

Personal data and your rights

Data protection legislation gives you the right to:

- correct any data we hold about you that is not correct (Rectification)
- request we delete data in some circumstances (Erasure)
- block or suppress the further processing of your personal data in certain circumstances (Restriction)
- request access to personal data that the Club hold about you (Subject Access)
- in some circumstances, receive the personal data which you have provided to us, in a structured, commonly used and machine-readable



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format and have this transmitted to another data controller (Data Portability)

- withdraw consent where this is the legal basis for the Club processing your information
- object to processing where the Club is relying on its legitimate interests as the legal ground for processing.

Please contact parsonsgreenclub@gmail.com or write to The General Manager, The Parsons Green Sports & Social Club, Broomhouse Lane, London, SW6 3DP if you wish to exercise your rights in relation to personal data.

If you have concerns about the way the Club has handled your personal data please contact the Club in the first instance. If you remain unsatisfied you can contact the Information Commissioner's Office (ICO) on 0303 123 1113, by emailing casework@ico.org.uk or by post at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 SAF.