



**The Tennis Courts, Maltings Academy, Spinks Lane, Witham, Essex  
CM8 1EP**

**Ash Baker, Head Coach 07917 275487 [info@btatennis.co.uk](mailto:info@btatennis.co.uk)**

## **First Service Baker Tennis Academy Privacy Policy**

This privacy policy sets out how First Service Baker Tennis Academy uses and protects any information that you give to us when you register for lessons and squads. First Service Baker Tennis Academy is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

### **What we collect**

We collect the following information:

- name and address and date of birth
- contact information including email address and phone number
- any medical information we might need to know about whilst you are playing tennis
- payment details to collect payment for lessons and squads or to issue refunds as necessary
- Details from the LTA website such as British Tennis Membership Numbers

### **What we do with the information we gather**

We require this information provide you with information and details about our service, and in particular for the following reasons:

- Internal record keeping.
- We may periodically send promotional emails about events, competitions, or other information which we think you may find interesting using the email address which you have provided.
- We may also use your information to contact you about lessons and squads and changes to the coaching programme.
- We use the information to take payment for lessons and squads each month.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Retention**

Should you cancel your membership with us or choose not to renew a school club place, we will remove all account data from our systems after 36 months of inactivity. Should you wish your data to be removed earlier than this, please contact us and we will deal with your request.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for contacting you, you may change your mind at any time by emailing us at [info@btatennis.co.uk](mailto:info@btatennis.co.uk)
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you, please email [info@btatennis.co.uk](mailto:info@btatennis.co.uk)

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

First Service Baker Tennis Academy may change this policy from time to time.