

## TABLE TENNIS ENGLAND PRIVACY NOTICE

This notice applies to you if we process your personal information and you are not an employee, volunteer or worker of ours, a prospective candidate employee, volunteer or worker or an individual to whom we have provided a specific privacy notice. You may be, for example, be an attendee at one of our events, a user of our website or someone who is affected by any of our activities.

References to **we**, **our** or **us** in this privacy notice are to Table Tennis England of Bradwell Road, Loughton Lodge, Milton Keynes, MK89LA.

We may change this 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 Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@tabletennisengland.co.uk](mailto:info@tabletennisengland.co.uk), or in writing to Bradwell Road, Loughton Lodge, Milton Keynes, MK89LA. Alternatively, you can telephone 01908 208860.

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your relationship with us. This notice explains how we comply with the law on data protection and what your rights are and for the purposes of data protection we will be the controller of any of your personal information.

### 1. PERSONAL INFORMATION WE COLLECT

We collect, use, store and transfer different kinds of personal data about you to enable us to provide you with tickets; to give you information on opening times and travel; to help us monitor and improve the services we provide and, where we are permitted to, to tell you about upcoming events that we think you may like.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- Name and contact details – this includes your name, title, billing address, delivery address, email address and telephone numbers.
- Data of birth information
- Payment information – this includes your bank account and/or payment card details.
- Purchase history – this includes details about tickets and services you have purchased from us. It may also include your vehicle details if you have purchased parking.
- Profile information – this includes your username and password and your interests and preferences.
- Linked account information – this includes your Facebook ID and Twitter handle if you link your accounts to us.
- Marketing preferences – this includes your preferences in receiving marketing from us and your communication preferences.
- Survey responses and competition entries

- Customer service history – this includes interactions with us over the phone, via the website or on social media.
- Information about your device and how you use our websites and apps – this includes information you give us when you browse our websites or apps, including your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, as well as how you use our websites and apps.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

Unless we have told you otherwise in a specific privacy notice, we do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). The only exception to this is where you have specific disability needs which we need to be aware of in order to make reasonable adjustments and be able to perform our contract with you and comply with our obligations pursuant to social protection and equality laws.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

## 2. SOURCES WE COLLECT YOUR PERSONAL INFORMATION FROM

We will collect personal information from a number of sources. These may include the following:

- **Directly from you:** when you indicate that you may wish to attend an event, complete forms we provide to you, respond to a survey, use our website, enter our competitions and promotions, make a claim, make a complaint or communicate with us directly in some other way.
- **Our website:** provides us with information about how you use it and the devices that you use to connect to our website.
- **Any other governing bodies, regional bodies or clubs for the sport:** to allow us to properly administer the sport on a local, regional and national level.

## 3. WHAT WE USE YOUR PERSONAL INFORMATION FOR

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this. Which will apply will depend upon the nature of your relationship and interactions with us.

Purpose	Personal information used	Lawful basis
<b>To enter into and perform contracts, where we may be supplying products/services to you</b>	All the personal information we collect	To enter into and perform contracts with either yourself or the organisation that you represent

<b>Deal with your queries or complaints, claims, legal disputes or raise queries, claims, legal disputes or complaints with you</b>	All the personal information we collect	<p>This may be necessary to perform a contract with you or the organisation that you represent</p> <p>We have a legitimate interest to improve the services and/or products we provide</p> <p>To defend, bring or establish legal claims</p>
<b>Maintain and improve our services and/or products</b>	All the personal information we collect	We have a legitimate interest to improve the services and/or products we provide
<b>Data analytics and statistical analysis to help us improve our online services</b>	How you use our website	We have a legitimate interest to improve the online services we provide and user experience
<b>Determine services and/or products that may be of interest to you</b>	All personal information we collect	We have a legitimate interest to improve the services and/or products we provide and to determine which products and/or services you may be interested in
<b>To provide you with requested information</b>	Contact details and services and products or other information that you have requested we provide to you or your organisation	To comply with any request made by you
<b>For the purposes of promoting the sport, our events and membership packages.</b>	Images in video and/or photographic form.	

<p><b>Direct marketing</b></p>	<p>Contact details and services and products that we have determined may be of interest to you or your organisation and/or which you or your organisation has purchased in the past</p>	<p>We may ask for your consent to process your data for this purpose, you may revoke your consent at any point. Alternatively if you or your organisation has purchased similar services or products from us previously we may market similar products or services as a legitimate interest in developing our organisation. You have the right to opt out from such marketing at any time</p>
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<b>Holding any events</b>	Your contact details, details of attendance, your comments in response to any surveys or forms and dietary requirements	We have a legitimate interest in holding events and tracking attendance and providing appropriate food and drinks at events  We may also have a legal obligation to comply with health and safety requirements
<b>To comply with our legal [and regulatory] obligations</b>	All the personal information we collect	To comply with any legal [and regulatory] obligation or requirement
<b>To manage our relationship with you and to operate our organisation</b>	All the personal information we collect	We have a legitimate interest to operate our organisation in an efficient way and to expand our organisation  To enter into and perform contracts with either yourself or the organisation that you represent
<b>Storage of records relating to you and also records relating to our organisation</b>	All the personal information we collect	To be able to manage and fulfil any contract with you, we may have a legal obligation to do so and we also have a legitimate interest to keep proper records

For some of your personal information you may have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to properly perform our contract with you or the organisation you represent or comply with legal obligations and we may have to terminate our relationship. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our arrangements with you or the organisation you represent.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the “**Contacting us**” section below. We will generally only ask for your consent for direct marketing.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide marketing information to you.

We may anonymise and aggregate any of the personal information we hold (so that it does not directly identify you). We may use anonymised and aggregated information for purposes that include testing our IT systems, research, data analysis, improving our site and developing new products and services.

#### 4. WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We may share personal information with the following parties:

- **Any party approved by you.**
- **To any governing bodies or regional bodies for the sports covered by our club:** to allow them to properly administer the sports on a local, regional and national level.
- **Other service providers:** for example, email marketing specialists, payment processors, data analysis CCTV contractors, promotional advisors, contractors or suppliers and IT services (including CRM, website, video- and teleconference services), including:
  - Selected members of National Council/County Table Tennis Associations
  - Selected League and Club administrators
  - Two Circles (Data Analysis)
  - Club Spark (Club Platform)
  - Sport:80 (tournament platform)
  - Rocca Creative (TT Leagues)

Data Processing Agreements are in place, where appropriate, with the above organisations and they are GDPR compliant. Your data will only be used in line with the basis for processing your data. Data will be anonymised where possible.

- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

We may provide third parties with aggregate statistical information and analytics about users of our products and services but we will make sure no one can be identified from this information before we disclose it.

We do not disclose personal information to anyone else except as set out above unless we have your consent or we are legally obliged to do so. We do not sell your data.

#### 5. DIRECT MARKETING

**Email, post and SMS marketing:** from time to time, we may contact you by email, post or SMS with information about products or services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set when you either create your account, that you tell us you are happy to receive or where you or the organisation you represent have purchased similar services or goods from us previously.

You can then let us know at any time that you do not wish to receive marketing messages by sending an email to us at [marketing@tabletennisengland.co.uk](mailto:marketing@tabletennisengland.co.uk) or by using the details set out in

the “**Contacting us**” section below. You can also unsubscribe from our marketing by clicking on the unsubscribe link in any marketing messages we send to you.

## **6. TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY**

The personal information we collect is not transferred to and stored in countries outside of the UK and the European Union.

Our directors and other individuals working for us may in limited circumstances access personal information outside of the UK and European Union if they are on holiday abroad outside of the UK or European Union. If they do so they will be using our security measures and will be subject to their arrangements with us which are subject to English Law and the same legal protections that would apply to accessing personal data within the UK.

In limited circumstances the people to whom we may disclose personal information as mentioned in section 4 above may be located outside of the UK and European Union. In these cases we will impose any legally required protections to the personal information as required by law before it is disclosed.

If you require more details on the arrangements for any of the above then please contact us using the details in the “**Contacting us**” section below.

## **7. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?**

We will keep your personal information for as long as is necessary for the purpose for which it has been obtained and then for as long as there is any risk of a potential claim, which will be dependent upon the limitation period for the particular type of claim. We have set out below the main retention periods which will apply:

- For individual contacts at customers and suppliers this will be for as long as we continue to have a relationship with that customer or supplier and then for a period of 6 years afterwards.
- For marketing contacts it will generally be a period of 2 years after we were last in contact with you.
- For website users it will generally be a period of 6 years after you used our website.
- For individuals seeking information, making complaints or otherwise corresponding with us it will generally be 6 years.
- For individuals attending an event it will generally be a period of 6 years after the event.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address, you can contact us by using the details set out in the “**Contacting us**” section below.

## **8. SECURITY**

We have numerous security measures in place to protect the loss, misuse and alteration of information under our control, such as passwords and firewalls. We cannot, however, guarantee that these measures are, or will remain, adequate. We do, however, take data security very seriously and will use all reasonable endeavours to protect the integrity and security of the personal information we collect about you.

## **9. YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION**

You have [these rights](#) in respect of information we process about you. To exercise any of your rights, please contact us using the details below.

If you are unhappy with the way we are using your personal information, you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

## **10. CHANGES TO THIS NOTICE**

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

## **11. CONTACTING US**

In the event of any query or complaint in connection with the information we hold about you, please email [info@tabletennisengland.co.uk](mailto:info@tabletennisengland.co.uk), or write to Data Protection Officer, Table Tennis England, Bradwell Road, Loughton Lodge, Milton Keynes, MK89LA.

**Version dated 20 May 2020**