

YOUR DATA

When you book to attend a free trial session, tennis event or join our regular sessions via direct debit, we may ask for the following information:

Player name – for the coach to take the register of who is present during sessions, or as a reference for a session or booking. **This may be shared** with the House of Sport office to be used as a reference in instances where we need to book additional courts to run a session that you (or your child) are participating in.

Date of birth – to allocate players to a suitable group or session during a trial, and for our team to invite suitable players to participate in age-based tournaments (e.g. an under-8s team event).

Parents names – for our team to know who to address when contacting in regards to a junior player.

Contact numbers – for our team to contact in regards to any session- or booking-related information or queries, occasional calls to advise of upcoming events relevant to you (or your child) and in the event of an emergency during a session.

Contact email addresses – for our team to contact in regards to any session- or booking-related information or queries, occasional emails to advise of upcoming events relevant to you (or your child) and to send occasional newsletters advising of events and goings-on at Diamond Tennis Academy. Unless you explicitly request otherwise when you sign up for a trial or regular session, your email address will be added to our newsletter mailing list: **you can unsubscribe at any time to stop receiving newsletter emails by clicking the unsubscribe link on the newsletter.**

Allergies, health, medical or other conditions – for our coaching team to be aware of any conditions that may impact the player during the session, and to allow any special precautions to be arranged as necessary (e.g. if we know a player has a nut allergy we can advise others in attendance that nuts are not to be brought to the session).

The data above is held by Diamond Tennis Academy and is crucial in providing high quality tennis sessions in a safe environment. It will be held and used as described above for the duration of your time with DTA. After a customer has left DTA, their data will be held for up to 12 months to advise of events or offers that may be of interest based on their time with DTA. After this time the data will be deleted.

Bank details and address – for our team to set up a GoCardless account which enables you to make secure direct debit and one-time payments. GoCardless is a secure third party payment processing: please visit <https://gocardless.com/legal/privacy/> to view GoCardless' privacy policy.

Card details and address – for our team to process a payment over the phone. Diamond Tennis Academy does not store or hold your card details in any form. Payments are processed via PayPal, a secure third party payment processing system. Please visit <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full> to view PayPal's privacy policy.

When you book to attend an event online through our website:

We ask for the player name, date of birth, parents names, contact number, contact email address and any allergies/health/medical/other conditions (see previous section for further details). This information is processed through BookingBug, a secure third party bookings system. Payment for sessions booked online is processed via PayPal, a secure third party payment processing system, and Diamond Tennis Academy does not have access to, store or hold your payment details at any point during the booking process.

Please visit <https://www.bookingbug.co.uk/privacy> to view BookingBug's privacy policy.

Please visit <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full> to view PayPal's privacy policy.