



Radlett Lawn Tennis and Squash Club GDPR

Radlett Lawn Tennis and Squash Club must comply with the Data Protection Principles, a set of rules for the handling of personal data and to ensure that consent is given, and that data is only used for legitimate purposes.

The Data Protection Principles require that personal data is:

- processed lawfully, fairly and transparently;
- adequate, relevant and no more than is necessary;
- accurate and kept up-to-date; and
- processed securely.

All Members are encouraged to complete one of the following consent forms:

- Link to Members Consent Form
http://www.rltsc.com/files/Policies/GDPR_Consent_2018.pdf
- The RLTSC Membership & Booking System MyCourts has an equivalent consent form – Link https://rltsc.mycourts.co.uk/privacy_settings.asp

Privacy Notice: Available as a link from the privacy settings with MyCourts and included below.

Privacy Policy



HBI Consulting Ltd,
trading as MYCOURTS™,
is registered with the [Information Commissioner's Office](#)
for the handling and processing of personal data in compliance with the Data Protection Act 1998 and General Data Protection
Regulation (GDPR)
[Registration Number Z2086258](#).

This privacy policy sets out how Radlett Lawn Tennis and Squash Club and MYCOURTS™ (HBI Consulting Ltd) uses and protects any information that you give when you use this booking system website.

MYCOURTS and Radlett Lawn Tennis and Squash Club are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

MYCOURTS and Radlett Lawn Tennis and Squash Club may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is currently effective.

What we collect

We may collect and/or hold the following personally identifiable information:

- first name and surname
- contact details: home, work and mobile phone numbers, and email address
- postal address
- website login details
- data as a result of your activity on this website (court bookings and cancellations, fitness class bookings and cancellations) or as a result of your participation as a member of Radlett Lawn Tennis and Squash Club (internal league positions and tournament results, for example).

Security

We are committed to ensuring that this 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.

- Access to this website is restricted to currently active members only with a secure login process.
- The transmission of data on mycourts.co.uk is secured with HTTPS/TLS.
- It is the responsibility of Radlett Lawn Tennis and Squash Club to manage the Members Database and to ensure that only currently active members are given access to this website.
- MYCOURTS warrants that there is no personally identifiable information on this website which is systematically visible or accessible to non-members or other users of the World Wide Web, and that any personally identifiable information can only be accessed by members who are securely logged-in to this website or by Radlett Lawn Tennis and Squash Club's Administrators.
- The Radlett Lawn Tennis and Squash Club Administrators may use MYCOURTS to publish web pages and broadcast email messages with content visible and accessible to all on the World Wide Web which may contain information about Radlett Lawn Tennis and Squash Club and its members. It's the responsibility of Radlett Lawn Tennis and Squash Club Administrators to manage these web pages and content.

Information which is available to logged-in members

This website is a court reservation system and Members' Directory with individual Profile pages which share the following personally identifiable information amongst members of Radlett Lawn Tennis and Squash Club but only when securely logged-in.

- Booking Sheets which display the names of the members who reserved the courts and of other members selected as "playing partners/opponents" for the bookings.
- Members' Directory with links to the members' individual Profile pages.
- Member Profile pages which include first name, surname and other information, which may have been voluntarily added to the website by the member, such as phone numbers, email address, and profile images.

This website is also used to manage squash, tennis, badminton, and table tennis competitions such as Internal "Box" Leagues and Tournaments which share the following personally identifiable information amongst members of Radlett Lawn Tennis and Squash Club but only when securely logged-in.

- Internal League positions and match results.
- Tournament positions and match results.

What we do with the information we collect

We require this information in order to provide this website, in particular for the following purposes and for the mutual benefit of all members.

- The main purpose of this website is to provide a court and fitness class booking system, as well as Internal League and Tournament competitions.
- When you reserve courts, your name will be displayed on the Booking Sheets -- but only to securely logged-in members.
- When other members book a court and select you as a "playing partner/opponent", your name will be displayed as such on the Booking Sheets -- but only to securely logged-in members.
- The booking system itself will send you transactional emails to confirm you have reserved or cancelled courts. In addition, you may also subscribe to receive automatic email alerts when courts are cancelled by other members.
- If you use the facility to "Transfer Credit" to share court booking fees, your name will be shown to the member to whom you've transferred credit, and the system will send an email notification to confirm the transaction.
- If you provide consent to show your contact details (phone numbers and email address only), your contact details will be shown in the Members Directory -- but only to securely logged-in members.
- If you participate in the Internal Leagues, your name, league number and position will be displayed on the Internal League pages -- but only to securely logged-in members.
- If you participate in Tournaments, your position will be published on the tournament bracket -- but only to securely logged-in members.
- If you "opt-in" to receive Radlett Lawn Tennis and Squash Club's email Newsletter, designated System Administrators may use your email address to send you email Newsletters which may contain promotional content about the club. These email Newsletters always contain a link to "unsubscribe", and you may also opt-in/opt-out by adjusting your Email Settings when logged into this website.
- Radlett Lawn Tennis and Squash Club may also send you routine service messages relating to your membership contract.

MYCOURTS and Radlett Lawn Tennis and Squash Club may use the information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Analyse court usage and fitness class participation.
- Internal record keeping.

- We may use your information to provide services related to your membership contract, and to improve our products and services.
- We may also occasionally use your information to contact you for research purposes in order to customise the website according to your interests.

Controlling your personal information

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

- If you do not want your name to be displayed on the Booking Sheets, then you can login and adjust your Privacy Settings and follow the link and instructions to "stop your name appearing on the Booking Sheets". Alternatively, you can [contact Radlett Lawn Tennis and Squash Club's](#) Administrators and request to be removed from the Booking Sheets. In either case, you will not be able to use this website to reserve courts, and you will also be asked to cancel any court bookings you may be holding on the system.
- If you want to remove your contact details from the Members Directory, you can login to this website and adjust your Privacy Settings and show your contact details as "ex-directory".
- If you do not want your name to be displayed on the Internal Leagues and Tournaments, then you must [contact Radlett Lawn Tennis and Squash Club's](#) League Organiser or Tournament Organiser and request to be removed from the Leagues or Tournaments.
- If you do not want to receive club's email Newsletter, then you can either follow the "unsubscribe" links at the bottom of the messages, or you can log in to this website and adjust your Email Settings for email Newsletters.

MYCOURTS and Radlett Lawn Tennis and Squash Club will not sell, distribute, lease or transfer your personal information to third parties unless we have your permission which will be sought in each instance unless required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998 and General Data Protection Regulation.. If you would like a copy of the information held on you please write to Radlett Lawn Tennis and Squash Club (see address below). A small fee may be payable.

If you believe that any information we are holding on you is incorrect or incomplete, please login and adjust your Privacy Settings and contact details or contact the Radlett Lawn Tennis and Squash Club Administrator(s) as soon as possible.

How we use cookies

A cookie ("HTTP cookie") is either a small text file that is stored on your hard drive, or some information that is stored in memory until you close your browser. Any given website can only store and read its own cookies; it cannot read a cookie set by another website, nor can it inject information into cookies set by other websites. [Please click here for more information about cookies on Wikipedia.](#)

- In order to provide a secure and personalised system, MYCOURTS uses non-persistent "authentication cookies" which only lasts for the duration of your session with this website. Your web browser will normally delete session cookies when it quits this website, and your "authentication cookie" will be removed from the MYCOURTS server when you click the link to "logout".
- When you check "Remember Login" prior to logging-in to this website, a "persistent cookie" will be stored on your computer to remember your login details. **DO NOT USE THIS FEATURE ON A PUBLIC OR SHARED COMPUTER.** This persistent cookie will normally be saved on your hard drive and used by the website to fill-in your login details for future visits.
- MYCOURTS and Radlett Lawn Tennis and Squash Club may also use cookies to improve this website and booking system and in order to tailor it to your needs or to remember information about your preferences.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from

taking full advantage of the website and, in some cases, this may prevent you from being able to login to this website.

Links to other websites

This 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 Policy. You should exercise caution and look at the privacy statement applicable to the website in question.