

Court Collective

Privacy Policy

COURT COLLECTIVE

Privacy Policy

Effective Date: 01/07/2024

Policy Statement

Court Collective is committed to protecting your privacy and handling your personal data responsibly. This policy outlines how we collect, use, store, and share your data, ensuring compliance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

1. Who We Are

Court Collective (including Court Cubs) provides tennis and pickleball services for adults and children. Our contact details are:

- Email: info@courtcollective.com
- Phone: 07734074870

2. The Data We Collect

2.1 Personal Data

We collect the following categories of personal data:

- Adults: Name, contact information (phone, email, address), booking history, and payment details.
- Children (via guardians): Name, age, emergency contact information, and medical details relevant to participation.

2.2 Technical Data

When you visit our website, we may collect:

- IP address, browser type, and usage data through cookies (see Section 8: Cookies).

3. How We Collect Data

- Directly: When you book a session, sign up for an event, or contact us.
- Automatically: Through website cookies and analytics tools.
- Third-Party Sources: For example, if you book through a partner platform.

4. How We Use Your Data

We use your data for the following purposes:

- Service Delivery: To manage bookings, provide services, and tailor your experience.
- Communication: To send confirmations, updates, and promotional materials (with your consent).
- Safety: To ensure participant safety, particularly for children or those with medical conditions.
- Compliance: To meet legal obligations, such as record-keeping for tax purposes.

5. Legal Basis for Processing

We process your personal data under the following legal bases:

- Performance of a Contract: For providing booked services.

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- Legitimate Interests: For improving services, ensuring safety, and protecting our operations.
- Consent: For marketing communications (you can withdraw consent at any time).
- Legal Obligations: For tax compliance, safeguarding, and regulatory reporting.

6. Sharing Your Data

We do not sell or share your data with unauthorised third parties. However, we may share it with:

- Service Providers: Payment processors, IT support, or marketing platforms.
- Legal Authorities: If required by law or to protect our business.
- Event Partners: For joint programmes, but only with your consent.

7. Data Storage and Security

- Storage: Your data is stored securely on servers located in the UK or EEA.
- Retention Period:
 - Adult Data: Retained for 7 years post-service for legal and tax purposes.
 - Children's Data: Retained for 3 years after participation, unless safeguarding rules apply.
- Security Measures: We employ encryption, access controls, and regular security reviews.

8. Cookies and Tracking

Our website uses cookies to improve functionality and analyse usage. Cookies may:

- Track session details for seamless booking.
- Collect anonymised usage statistics via tools like Google Analytics.

You can manage or disable cookies via your browser settings.

9. Your Data Rights

Under GDPR, you have the following rights:

- Access: Request a copy of your data.
- Rectification: Correct inaccurate or incomplete data.
- Erasure: Request deletion of your data (except where retention is legally required).
- Restriction: Limit how we process your data in certain cases.
- Portability: Request your data in a machine-readable format.
- Objection: Object to data processing based on legitimate interests or for marketing purposes.

To exercise these rights, email us at info@courtcollective.com

10. Children's Privacy

For participants under 16, personal data is only collected with parental or guardian consent. We prioritise safeguarding and never use children's data for marketing purposes.

11. Changes to This Policy

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We reserve the right to update this Privacy Policy. Any significant changes will be communicated via email or our website. Please review it periodically for updates.

Contact Information

If you have any questions about this policy or how your data is handled, contact us at:

- Email: info@courtcollective.co.uk
- Phone: 07734074870
- Website: courtcollective.co.uk