



Privacy Policy

Last reviewed 5 December 2023

This privacy policy sets out how The Avenue Tennis Club uses and protects any information that you give The Avenue Tennis Club when you use this website.

The Avenue Tennis Club is 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.

What we collect

We may collect the following information:

Name

Contact information including postal & email address and telephone numbers

Demographic information such as postcode

Other information relevant to customer surveys and/or offers

Your children's sex, date of birth, any health issues and school.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons

Book tennis lessons for you or your children

Internal record keeping.

We may use the information to improve our products and services.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes.

We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

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. This is called Clubspark. Their privacy policy can be viewed <http://clubspark.lta.org.uk/PrivacyPolicy/>

Cookies

We do not currently use cookies but we reserve the right to change this policy at any time without prior notice.

What is a Cookie?

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering 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.

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.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways: Whenever you are asked to fill in a form on the website, you can elect not to do so but to contact us by telephone to supply the information you wish us to have.

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us, our contact details are available on this site.

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. We may use your personal information to send you promotional information about third parties which we think you may find interesting unless you tell us that you do not wish this to happen.

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 contact us via our contact page.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us via email. We will promptly correct any information found to be incorrect.

Policy updates

All Avenue Policies are reviewed and updated annually.