



PRIVACY POLICY

1. Important information and who we are

J H Beckly & Co of Manor Farm, Bowerchalke, Salisbury, Wiltshire is the operator of Chalke Valley Padel Club and is the controller and therefore responsible for your personal data. The partners are David Floyd, Caroline Floyd, Suzanna Glynn and Claire Greenaway.

This privacy policy sets out how we collect and use your personal data. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact us using the information set out in the contact details section.

2. The types of personal data we collect about you

Personal data means any information relating to an identified or identifiable natural person. We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

Identity data: Full name, date of birth and gender

Contact data: Email address and telephone numbers

Financial Data: includes bank account and payment card details (via Playtomic or other providers for booking/payments)

Transaction Data: includes payments from you and details of services purchased by you (via Playtomic including memberships and bookings)

Booking and Activity Data: includes court reservations, attendance, membership details (Playtomic booking ID's) and website usage data

Image data: includes images or video footage from CCTV on our premises

Marketing and Communications Data: includes your preferences in receiving marketing from us eg. Coaching sessions and third parties and your communication preferences.

3. How is your personal data collected

We use different methods to collect data from and about you including through:

Your interactions with us: You may give us your personal data by filling in forms (online or in person), by booking services or otherwise interacting with us or by corresponding with us in person, by post, phone, email or online.

Third parties: If you interact with us through a third party eg. Playtomic and coaches, we may receive information from them. For example, if you use the Playtomic app to book a court with us, we shall receive relevant booking data such as your name, contact details, booking time from Playtomic.

CCTV: we collect personal data in the form of CCTV footage when you attend our premises.

4. How we use your personal data

Legal basis: We only use your data where we have a legal basis to do so. These include where it is necessary for our legitimate interests, where we need to comply with our legal obligations, where we have obtained your consent and/or perform our contract with you. We have set out below the various ways we plan to use your personal data. This includes:

Processing membership applications and payments

Managing bookings, coaching sessions, events and communications

Contacting you about schedule changes, closures, or club updates

Providing customer support

Managing our relationship with you, including notifying you about changes and dealing with requests or complaints

Ensuring club safety and compliance with Court Rules

Sending marketing emails (only with your consent)

Meeting legal or administrative obligations

We shall not sell or rent your data to third parties

5. How we share your data

We only share your data when necessary:

With our third party booking platform (currently Playtomic), who collect your personal data and process bookings and payments and share it with us.

With coaches or staff to manage your sessions, group coaching or support needs

With service providers, such as email or payment processors under strict confidentiality agreements

With external advisors, eg. Lawyers, accountants and auditors as necessary to protect our legitimate and legal interests in the performance of business/financial affairs

When required by law, such as law enforcement or regulators.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow third party service providers to use your personal data for their own purposes and only permit them to process personal data for specified purposes, in accordance with our instructions.

Please note that if you take photographs, videos or audio recordings on the premises, these must not be shared on social media without the consent of Chalke Valley Padel Club.

6. International transfers

It is sometimes necessary for us to transfer your personal data to countries outside of the UK. In those cases we shall comply with applicable UK data protection law to ensure the privacy of your information.

We may transfer your data to Playtomic S.L. who is located in the EEA. We make this transfer based on adequacy regulations. This means that the UK government has decided the particular country ensures an adequate level of protection of your information under Article 45 of UK GDPR.

In the event we cannot or choose not to continue to rely on this mechanism at any time, we shall not transfer your information outside the UK unless we can do so on the basis of an alternative mechanism or exception provided by UK data protection law.

7. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality eg. Coaches/IT contractor. However, no online storage or transmission or storage system can be guaranteed to be completely secure.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. Data retention

We shall only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for 6 years after they cease being customers for tax purposes.

9. Your rights

You have the right to:

Access the personal data we hold about you through a Subject Access Request.

Request correction of inaccurate or incomplete data.

Request deletion of your data (right to be forgotten).

Object to or restrict certain data processing, including the absolute right to object at any time to the processing of your personal data for marketing purposes.

Withdraw consent at any time where we rely on consent to process your personal data (for example direct marketing or health data).

Lodge a complaint with the Information Commissioner's Office (ICO).

To exercise any of your rights, email us at info@chalkevalleypadelclub.co.uk

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

10. What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

11. Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we shall notify you and keep you updated.

12. Direct Marketing

During the registration or booking process you will be asked to indicate your preferences for receiving direct marketing communications from Chalke Valley Padel Club via email, SMS, telephone, post.

13. Third Party Marketing

We shall get your express consent before we share your personal data with any third party for their own direct marketing purposes.

14. Opting out of Marketing

You can ask us to stop sending you marketing communications at any time by contacting us at info@chalkevalleypadelclub.co.uk

If you opt out of receiving marketing communications, you will still receive service-related communications that are essential for administrative or customer service purposes for

example, information relating to the access and use of the club, updates to our Terms and Conditions or checking that your contact details are correct.

15. Contact Details

If you have any questions about this privacy policy or about the use of your personal data or you want to exercise your privacy rights, please contact us in the following ways:

Email: info@chalkevalleypadelclub.co.uk

Postal Address: Mrs C Floyd, Chalke Valley Padel Club, Manor Farm House, Quidham Street, Bowerchalke, Salisbury, Wiltshire SP5 5BU

16. Complaints

You have the right to make a complaint to the Information Commissioner's Office (ICO), the UK regulator for data protection issues. However, before doing so please make sure you have first made your complaint to us or asked us for clarification if there is something you do not understand. The ICO will expect you to have done this before reviewing your complaint. To make a complaint, you can contact us using the Contact Details above.

17. Changes to the privacy policy and your duty to inform us of changes

We may update our privacy policy occasionally. This version was last updated on 21/9/26.

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, for example a new address or email address via Playtomic.

18. Cookies

Our website uses strictly necessary cookies only. These cookies are essential to enable the website to function properly. We do not use analytics, advertising or other non-essential cookies.