



General Data Protection Regulation (GDPR) – January 2023

For the purposes of the General Data Protection Regulation (GDPR) and UK data protection laws, the controller is UCoach Ltd.

This privacy policy sets out the way we process your personal data and we have created this policy to make sure you are aware of how we use your data.

How we collect your Information:

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for a course booking, when you make enquiries on our website, or when you interact with us during your time attending one of our courses.
- From someone else who has applied for a course on your behalf (for example a family member or tennis coach who has provided us with your contact details for that purpose).
- From the LTA (for example, where the LTA passed on your details to us in connection with a query you have raised).

Types of information we collect:

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email addresses, telephone numbers and postal addresses), plus records of communications and interactions we have had with you.
- Financial information, solely for the purpose of taking ad hoc card payments and direct bank payments for refunds.
- Certain other information included on your application form (such as details of DBS, First Aid, relevant medical details to enable us to cater for you when you attend one of our courses, emergency contact numbers).

Using your personal data:

Personal data provided to us will be used for the purposes set out at the time of collection. More generally we will use your personal data for the following purposes:

- Administration of our courses.
- Contacting you regarding details of the course you will be attending.
- Informing you of future courses that may be of interest to you.
- Chasing for payments of unpaid course fees.
- Promoting our courses.

The legal basis on which we collect and use your personal information:

Generally, the information is processed as part of our legitimate interest task of providing coach education to you. Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial legitimate interest for us to do so.

Marketing preferences:

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them.

There are some communications, however, that we need to send you regardless of your marketing preferences in order for our courses to run smoothly. Examples of these essential service communications are:

- Automatic email sent from our website when a booking is made.
- Records of transactions such as payment receipts.
- Course related mailings such as full details of the course you are attending, change of start time, possible cancellations and results on course completion.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Telephone: 07972 274570

Email: administration@ucoach.org.uk

Post: UCoach Ltd, 20 Primrose Lane, Broughton, Milton Keynes MK10 7AX

Sharing your information with others:

We do not sell or share your personal data to other organisations to use other than as set out below.

- Our employees and course tutors, for the purposes of administering our courses.
- The Lawn Tennis Association for the purposes of registering on our courses, releasing certificates and updating coach records.

We do not store or transfer your personal data outside Europe.

How long your information is kept:

We keep some personal data for as long as necessary for each purpose we use it. For example we keep our registers indefinitely as a record of attendance on our courses (details showing are things such as contact numbers, email addresses, postal addresses, confirmed payment of course fees, results from the course). Unnecessary data such as card details taken for card payments are destroyed as soon as the payment has been processed.

Your rights:

Under certain circumstances, by law you have the right to:

- Request access to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you amended.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask to delete or remove your personal data where you have exercised your right to object to processing.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and complaints:

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact us at:

Telephone: 07972 274570

Email: administration@ucoach.org.uk

Post: UCoach Ltd, 20 Primrose Lane, Broughton, Milton Keynes MK10 7AX

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.