



Top Spin Tennis Data Protection Statement

Introduction

Your personal data is data which by itself can identify you. We are Top Spin Tennis. This statement sets out how we'll use your personal data. You can contact the person responsible for data protection by emailing: office@topspintennis.co.uk.

The types of personal data we collect and use

We will use your personal data for the reasons set out below and we will use it to manage your account with us. We only collect data about you from you. We do not source personal data indirectly or from third parties. The personal data we may hold and use is:

- Your name (title, first name, surname)
- Address data (address including post code)
- Contact details (home and mobile phone numbers, email address)
- An association with another contact who shares your account (who will also have data stored as above although this may be shared with your data)
- Details of purchases and orders made by you and associated with your account
- Account number (automatically created by us)

Providing your personal data

You do not have to provide any personal data to us to purchase from us. However, you will need to provide certain details (at a minimum name and contact details) if you wish us to order products or services for you. This data can be erased once your contract is complete. You will need to provide personal data if you wish to sign up to our SLICE loyalty scheme.

Monitoring of communications

We will keep any communications from you until such time as the matter relevant to the communication has been completed. These communications may be archived for a period of time for any quality control or staff training purposes.

Using your personal data

We will process your data:

1. As necessary to perform our contract with you (that is handling orders or services)
2. As necessary to manage your SLICE loyalty card
3. As necessary for our own legitimate interests to send you marketing communications

You're free at any time to withdraw your consent. The consequence might be that we no longer can do certain things for you such as operating your SLICE account.

Sharing your personal data

We will not disclose your personal data to any other company or organisation unless you explicitly consent to this except where we are legally obliged to.

International transfers

Your personal data will not be transferred outside the UK.

Identity verification and fraud prevention checks

Your personal data may be used to confirm your identity and to prevent fraud

Your marketing preferences

We may use your email address for marketing purposes. You can unsubscribe at any time by contacting us. In the case of social media, you can unsubscribe using that social media platform.

Retention period

We'll retain your personal data until you request it be erased. In the case of credit card data, this will be erased in accordance with PCI-DSS regulations once the contract which requires that data has been concluded.

Your right to view and correct your personal data

You may view the personal data we hold at any time for no charge. You may be required to prove your identity. We will correct any information that is inaccurate or no longer relevant. This can either be done in any of our shops or via email to: office@topspintennis.co.uk

For further information on GDPR and how it affects you, see the Information Commissioner's Office web site at ico.org.uk