

## Privacy Policy and Terms of Use

IMPORTANT INFORMATION: You are about to use the "Riverside Tennis Club" (RTC) web site.

In using this site you automatically agree to the privacy policy described below:-

**Use of this site warrants that you have read and understood this privacy policy.**

### Privacy Policy:

This privacy statement sets out the privacy policy of RTC.

1. RTC's web site is intended to support the administration and communication of information to members and potential members and associate contacts who relate to the RTC.
2. The utmost care will be undertaken to protect the personal information of any members and contacts using the system. We maintain physical, electronic, and procedural safeguards to guard your information.
3. Wherever possible data is safeguarded in the underlying database and techniques are used to prevent and mitigate any unauthorised access.
4. Cookies are only used on the site for the purposes of the Survey/Poll to prevent unauthorised voting. Otherwise Cookies are not used on this site but the session handler records how a visitor navigates through the site. An individual is not identified unless he or she voluntarily gives us personal identification online as part of a login registration. Information gathered may include date and time of visits, pages viewed, time spent at the site, and the site visited just before and after the RTC site. Furthermore successful and unsuccessful logins, any "forms" that are viewed (once logged in as a registered user) capture the date, time and user that views and/or amends the forms or another's forms that they have been given permission to view/edit.
5. Data will not be provided to any 3<sup>rd</sup> parties other than staff, contractors and administrators working directly under contract with RTC who have signed up to the required standards and conformity with the 1998 Data Protection Act.
6. Professional management of the site is undertaken to secure and manage the information and web standards have been used to reduce the likelihood of any breach of security.
7. The supplier, Elite Sport Ltd, is registered with the Information Commission. ESL provides high level online data solutions to key sports organisations. ESL is contracted to protect the information and to report any known breaches of data or authorised access to RTC.
8. You will be offered links to other pages and other sites. RTC takes no responsibility for the terms of use or the privacy policy of any of the sites you might link to from this site.

### Terms:

References to 'you', 'your' and 'yours' are references to the person(s) accessing the Site.

References to 'we', 'us' and 'our' are references to RTC and their contracted staff, employees and agents.

As a registered member of RTC, you maybe provided with a personal login which can ultimately be amended by you after initial login. Passwords are "hashed" and cannot be viewed by any staff or administrators. You are advised to change your password on a regular basis (every 3 months) as a precaution. Passwords should be a minimum of 6 characters and use a combination of keyboard characters. A username must be unique and e-mail addresses may be used as a username. The information, material and content provided in the pages of the Site may be changed at any time without notice. Changes may be made to these Terms of use by us at any time without notice to you by updating the posting of the Privacy Policy.

### Security

You must be allocated permissions by RTC, according to your status in relation to RTC, to use certain features of the Site. As part of your role you must provide accurate and complete information and update such information when necessary so it remains accurate and complete

via your RTC My Member Details form, Emergency Contact form, and via My Family Details form for primary members. When you are provided with a secure log in and are accepted as a registered user of the Site, you may change your initial password to your own preferred password. Advice is given online to the nature of the password for optimum security. Please use maximum caution to keep your username and password confidential and log-off from the Site when your session is complete to prevent unauthorised access to your information. If your user name or password is subject to unauthorised access, you should immediately inform RTC.

### **Data Protection and Privacy Policies**

We are committed to protecting your privacy. All information gathered from you in connection with your use of the Site will be maintained in accordance with this privacy policy and under UK Data Protection Law.

### **No Offer**

Information or opinions provided by us or through a third party on the Site is accepted by the user at their own risk.

### **No Warranties**

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### **Links to Third Party Sites or Content**

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You may not use the Site for any of the following purposes:

- disseminating any unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene, or otherwise objectionable material
- transmitting material that encourages conduct that constitutes a criminal offence, results in civil liability or otherwise breaches any relevant laws, regulations or code of practice
- gaining unauthorised access to other computer systems
- interfering with any other person's use or enjoyment of the Site
- breaching any laws concerning the use of public telecommunications networks
- interfering or disrupting networks or web sites connected to the Site
- making, transmitting or storing electronic copies of materials protected by copyright without the permission of the owner

### **Internet e-mail**

Do not use ordinary e-mail to communicate personal or confidential information to us. Use the secure web-site directly to provide feedback or comment or request support. Ordinary e-mail messages sent over the Internet may be intercepted, lost or altered. We are not responsible for them and will not be liable to you or anyone else for any damages in connection with any messages sent by you to us using ordinary e-mail.

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**FORCE MAJEURE**

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**Governing Law**

Your use of the Site is governed by English law.