

Privacy Policy

1. Introduction and about us

This privacy notice explains how we collect, use and share your personal data.

How we use your personal data depends on whether you interact with us as a club Member, a coach, a volunteer or administrator, a user of our website or in some other way. This privacy notice gives a general overview of how we process personal data.

SerLive is the primary 'data controller' of your personal data for the purposes set out below. We are subject to the General Data Protection Regulation (the "GDPR") with effect from 25 May 2018.

Your club is also a data controller of your personal data and you may contact it for more details on the way it is collecting, using and sharing your personal data.

2. The categories of personal data we collect

We collect and process a range of information about you. This includes, for virtually all individuals, your name and contact information (such as your home and/or business address (as applicable), email address and telephone number, and including a parent's or guardian's contact details (for example, for Members who are children, where the club needs to communicate with their parent in case of urgency)), records of bookings you have made, basic biographical information including your date of birth and gender (where relevant) and sports ranking information if applicable.

In addition, we will collect the following categories of personal data depending on how you interact with us:

For users (if applicable):

- Membership details (membership number or license number, user category such as full tennis member / off peak... , coach, administrator...);
- Login ID information, including usernames;

For bookings

- All the booking data: date, time, players involved, and if applicable coach name, status of payment (paid or not paid, amount, type of payment mean such as credit card, cash...)

3. How we collect personal data

We may collect your personal information in a number of ways, principally:

- Directly from you, when you subscribe to the online booking system;
- From someone else acting on your behalf, for example when a parent or guardian has registered for you as their child, or when a club administrator or staff member of your club record information about you, for example when coordinating trainings; or make booking on your demand

- or through the club registration process (manual registration or automated mean such as daily synchronization if applicable)

4. Our basis for processing personal data and the purposes for which we use it

We will process your personal data where this is necessary for the performance of a contract with your club, or to take steps at your request before entering into such a contract. For example, we need to process personal data in order to comply with the booking service subscribed by your club.

We may also process your personal data on the basis of consent you give, for example to send you email notification related to your bookings.

5. Who we may share your data with

Personal information collected and processed by the site may be shared with the following recipients, or categories of recipients, where necessary:

- Someone acting on your behalf, for example a parent or guardian who has purchased a Membership for you as their child;
- Our employees, for the purposes of providing desk support or services to you;
- Your Club administrators (with different level reception, coach, main administrator...); for the purposes of management and administration of the club; and to arrange your bookings and details if needed, and to resolve an issue raised by you;
- For members of your club for the purposes of player selection to make a booking

We will not transfer your personal data to any countries outside the European Economic Area (EEA). On the limited occasions when this does occur (for example, when your club is based outside the EEA, we ensure that any such transfer meets the requirements of GDPR, for example because it is necessary for the provision of our products or services to you or for the establishment, exercise or defense of legal claims; or is otherwise subject to prescribed safeguards such as 'model clauses' approved by the European Commission. You can obtain more details of the protection given to your personal data when it is transferred outside the EEA by contacting us using the details below.

6. How long we will store your data

We may retain your personal data for as long as is necessary to fulfil the purposes set out in this privacy notice and reasonable requirements. On expiry of the relevant retention period, your personal data will be deleted, suppressed or anonymised.

7. Your rights in relation to your personal data

Under the GDPR, you have the right to:

- obtain access to, and copies of, the personal data that we hold about you;
- require us to correct the personal data we hold about you if it is incorrect;
- require us to erase your personal data in certain circumstances;

- require us to restrict our data processing activities in certain circumstances;
- receive from us the personal data we hold about you which you have provided to us, in a reasonable format, including for the purpose of your transmitting that personal data to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on you; and
- where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal.

If you would like to exercise any of these rights, please contact us in writing using the contact details below. Please note that these rights are not absolute and we may be entitled (or required) to refuse requests where exceptions apply.

8. If you do not provide personal data

In some cases described above, the provision of personal data is a contractual requirement, if you wish to engage with us in a certain way (for example, when you would like to be able to book a facility). In those and other cases, if you do not provide us with certain personal data, we may not be able to work with you or provide our products or services to you (as applicable), or it may adversely affect the provision of our services to you.

9. Cookies

Information may be sent to your computer in the form of an Internet "cookie" to allow the server to monitor your requirements. The cookie is stored on your computer. The server may request that your computer return a cookie to it. This is necessary to have access to the full service.

Contact us

If you have any queries about this privacy notice or how we process your personal data, you may contact us:

- by email: contact@serlive.com
- or by post: Alexandre NADAIRE – SERLIVE - Na Balkáně 863 - 58822 Luka N. Jihlavou - Czech Republic

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