

Mackintosh LTC - Coaching Programme

Privacy Policy

Effective Date: 21 October 2026

Data Controller: Rhys Morgan – Mackintosh LTC Coaching Programme

Email: tenniscoach@mackintoshsportsclub.org

Location: Mackintosh Lawn Tennis Club, Cardiff, Wales

1. Introduction

Mackintosh LTC Coaching Programme is committed to protecting the privacy, confidentiality and personal information of all players, parents, guardians and individuals involved in our coaching activities.

We handle personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

This policy explains what personal information we collect, why we collect it, how it is used, who it may be shared with and the rights individuals have over their information.

The policy applies to our junior and adult coaching programmes, individual lessons, holiday camps, competitions, matchplay events, school outreach activities and other coaching-related services.

2. Who Is Responsible for Your Information?

Rhys Morgan, operating the Mackintosh LTC Coaching Programme, is the Data Controller for personal information collected and managed as part of the coaching business.

This means Rhys Morgan is responsible for determining how and why personal information is processed.

Where information is independently collected or managed by Mackintosh LTC, the club may have separate data protection responsibilities.

For enquiries about personal information, please contact:

Rhys Morgan – Head Coach

Email: tenniscoach@mackintoshsportsclub.org

3. What Personal Information Do We Collect?

We may collect the following information where relevant to our coaching activities.

Player Information

- Full name
- Date of birth and age
- Contact details
- Coaching group and playing experience
- Attendance and participation records
- Competition entries and results
- Relevant coaching and player development information

Parent and Guardian Information

- Names and contact details
- Emergency contact information
- Booking and payment information
- Relevant communication history

Medical and Welfare Information

- Medical conditions, allergies and injuries
- Disabilities or additional support requirements
- Information relevant to safe participation
- Emergency medical information
- Safeguarding information where necessary

Financial Information

- Booking and payment records
- Invoices and receipts
- Outstanding balances and refunds

Photography and Video

- Photographs and videos taken during coaching activities, competitions and events, subject to appropriate permissions and safeguards

We aim to collect only information that is necessary and relevant to the delivery and administration of our services.

4. How Do We Collect Personal Information?

Personal information may be collected through:

- Online registration and booking forms
- Email, telephone and WhatsApp communications
- Coaching registration and attendance records
- Payment and booking platforms
- Direct communication with players and parents/guardians
- Medical and emergency contact forms
- Competition and event registrations

Information may also be provided by relevant third parties, including parents/guardians, club officials and competition organisers, where appropriate.

5. Why Do We Use Personal Information?

We use personal information to:

- Register players and administer coaching bookings.
- Organise coaching groups, holiday camps, lessons and competitions.
- Communicate important programme information.
- Process payments and maintain financial records.
- Monitor attendance and participation.
- Support player development and progression.
- Ensure the safety and welfare of participants.
- Respond appropriately to medical emergencies and safeguarding concerns.
- Manage enquiries, feedback and complaints.
- Comply with applicable legal obligations.

- Promote coaching activities where an appropriate lawful basis and any necessary permissions are in place.

We do not sell personal information to third parties.

6. Our Legal Basis for Processing Personal Information

We process personal information only where an appropriate lawful basis applies.

Purpose	Lawful Basis
Coaching bookings and delivery	Contractual necessity, where applicable
Payment administration	Contractual necessity and legal obligation
Essential programme communication	Contractual necessity or legitimate interests, depending on circumstances
Attendance and operational records	Legitimate interests, where appropriate
Safeguarding and welfare	Legal obligation, legitimate interests or another applicable lawful basis
Medical information	An appropriate Article 6 lawful basis and separate special category condition

Promotional photography and video

Consent, where relied upon

Optional marketing

Consent or another lawful basis where legally permitted

Where we rely on legitimate interests, these generally involve the effective, safe and responsible administration of our coaching activities. We consider the potential impact on individuals, particularly children.

Medical and disability-related information is treated as special category personal data. We process it only where an additional legal condition applies, such as explicit consent or an appropriate safeguarding or emergency-related condition.

7. Children's Personal Information

Protecting children's personal information is a priority.

We take additional care when collecting, processing and storing information relating to children and young people.

We aim to ensure that:

- Only necessary information is collected.
- Parents/guardians receive clear information about how data is used.
- Information is accessed only by authorised individuals.
- Medical and safeguarding information is treated confidentially.
- Children's images are not used for promotional purposes without appropriate permission.
- Children's personal information is not shared for unrelated commercial purposes.

Children have their own data protection rights, which will be respected according to applicable law and their understanding.

8. Photography and Video

Photographs and videos may be taken during coaching sessions, holiday camps, competitions and other activities.

These may be intended for use on:

- The Mackintosh LTC website
- Coaching programme social media accounts
- Promotional materials
- Newsletters and club announcements
- Advertising and publicity

Promotional photography and video will be subject to a separate permission process where consent is the lawful basis.

Permission will be voluntary and will not affect a player's ability to participate in coaching activities.

Parents/guardians and players, where appropriate, may withdraw consent at any time by contacting the coaching programme.

We will take reasonable steps to stop future use and remove material under our control where appropriate. Material already copied or shared by third parties may not be fully recoverable.

Until a suitable permission process has been established, we will not rely on presumed consent for promotional use of identifiable children's photographs or videos.

Photography required for legitimate safeguarding, coaching analysis or other non-promotional purposes will be assessed separately under the appropriate lawful basis.

9. Communication with Players and Parents

We may contact players and parents/guardians through email, telephone, SMS, WhatsApp and relevant booking platforms.

Communications may include:

- Coaching schedules and session changes
- Weather-related cancellations
- Booking confirmations
- Payment reminders

- Competition and event information
- Player development updates
- Safeguarding and welfare matters

Essential communications may be necessary to administer booked activities.

Optional promotional or marketing messages will be sent only where permitted by applicable data protection and electronic marketing rules.

Individuals may opt out of optional marketing communications at any time.

10. How We Store and Protect Information

We use a combination of electronic systems, online forms, spreadsheets, communication platforms and third-party services to manage coaching programme information.

We aim to protect personal information through appropriate security measures, including:

- Password-protected accounts and devices
- Restricted access to confidential information
- Secure management of booking and payment records
- Appropriate safeguards for medical and safeguarding information
- Secure deletion or disposal of information when no longer required
- Review of third-party service providers and their security arrangements

Access to personal information is limited to individuals who require it for legitimate coaching, administration or safeguarding purposes.

Where a third-party provider processes personal information on our behalf, appropriate contractual and security arrangements will be put in place as required.

11. Sharing Personal Information

Personal information may be shared where necessary and legally appropriate with:

- Authorised coaching staff
- Relevant Mackintosh LTC officials
- The Lawn Tennis Association (LTA)

- Competition and event organisers
- Booking, payment and technology providers
- Emergency services and healthcare professionals
- Safeguarding authorities and relevant statutory organisations

We share only information necessary for the relevant purpose.

Where personal information is transferred outside the UK, appropriate legal safeguards will be used where required.

12. How Long Do We Keep Personal Information?

We retain personal information only for as long as necessary for the purpose for which it was collected, or where required by law.

Our proposed retention approach is:

Registration and Contact Information

Generally retained while a player participates in the coaching programme, with routine administrative records normally reviewed for deletion within 12 months of their final participation.

Attendance and Coaching Records

Routine records will normally be retained for up to three years after the relevant activity, unless a longer period is justified by an incident, complaint, legal claim or other legitimate requirement.

Medical and Additional Support Information

Reviewed regularly and updated where necessary. Routine medical information will normally be removed within 12 months of a player's final participation unless continued retention is justified.

Financial Records

Retained in accordance with applicable HMRC and accounting requirements, which depend on the legal structure and tax circumstances of the coaching business.

Safeguarding and Serious Incident Records

Retained separately and securely for the period required by applicable safeguarding guidance, legal obligations and the circumstances of the case.

Photography and Video

Promotional material will be reviewed periodically and removed when no longer required, where permission is withdrawn and removal is appropriate, or when continued use is no longer justified.

Marketing Preferences

Retained as necessary to manage communication preferences, including records of individuals who have opted out.

Where a legal claim, safeguarding concern, investigation or other justified requirement exists, information may need to be retained for longer.

Once information is no longer required, it will be securely deleted, destroyed or anonymised.

13. Your Data Protection Rights

Under UK GDPR, individuals have rights relating to their personal information.

These may include:

- The right to be informed about how information is used.
- The right to access personal information.
- The right to request correction of inaccurate information.
- The right to request deletion in certain circumstances.
- The right to request restrictions on processing.
- The right to data portability where applicable.
- The right to object to certain processing.
- Rights relating to certain automated decisions.

You have the right to object to processing based on legitimate interests. You also have the right to object at any time to the use of your personal information for direct marketing.

Where processing is based on consent, that consent may be withdrawn at any time.

Rights are subject to applicable legal conditions and exemptions.

Requests should be directed to:

tenniscoach@mackintoshsportsclub.org

We will respond in accordance with applicable data protection requirements, normally within one calendar month.

14. Third-Party Websites and Platforms

We may use third-party systems to manage bookings, registrations, payments and communications.

These providers may have their own privacy policies and data protection responsibilities.

Where external websites or services are used, we encourage individuals to review the relevant privacy information.

Where our website uses cookies or similar technologies, appropriate information and consent mechanisms will be provided where required.

15. Data Breaches and Security Incidents

If we become aware of a personal data breach, we will assess the circumstances and take appropriate action to protect affected individuals.

Where required by law, we will report relevant breaches to the Information Commissioner's Office and notify affected individuals.

16. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in legislation, coaching activities, technology or our data protection practices.

The latest version will be made available to players and parents/guardians through appropriate channels.

Significant changes affecting how personal information is used will be communicated where necessary.

17. Contact and Complaints

For questions, concerns or requests relating to personal information, please contact:

Rhys Morgan

Head Coach – Mackintosh LTC Coaching Programme

Email: tenniscoach@mackintoshsportsclub.org

Location: Mackintosh Lawn Tennis Club, Cardiff

If you are dissatisfied with how your information has been handled, you may also complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Telephone: 0303 123 1113

We welcome the opportunity to address concerns directly.

Mackintosh LTC Coaching Programme

Providing a safe, inclusive and enjoyable tennis environment while respecting and protecting personal information.