



Privacy Policy

This is the privacy notice of **JustPlay Tennis Coaching**, operated by Ryan Trickey as a sole trader. Our business address is Beach Gardens, Swanage, Dorset, BH191PG. In this document, "we", "our", or "us" refer to JustPlay Tennis Coaching.

1. Introduction

This notice explains how we collect and process your personal information. It complies with the Data Protection Act 2018 and UK GDPR. It also explains your rights and how to exercise them.

2. What Data We Collect

- Identity Data: name, date of birth
- Contact Data: address, email, phone number
- Transaction Data: payments and services purchased
- Technical Data: IP address, browser, device type
- Marketing Preferences
- Profile Data: purchases, session history, preferences

We may also collect anonymised, statistical data to improve our services.

3. How and Why We Use Your Data

We only process your personal data when legally allowed to do so. This includes:

- To fulfil a contract with you (e.g. deliver a booked session)
- With your consent (e.g. to send updates or marketing)
- To comply with legal obligations (e.g. tax records)
- When we have a legitimate interest (e.g. administration, safety)

4. Sharing Data

We do not sell your data. We may share it with:

- Our subcontracted coaches for class management (under data-sharing agreements)
- Service providers like Stripe or Zettle for payment processing
- Legal authorities if required

5. Cookies and Website Tracking

We use cookies to improve your browsing experience. You can accept or reject cookies when you visit our site. Cookies help us track usage, personalise content, and remember your preferences.

6. International Data Transfers

Our website is hosted by Wix, a US-based provider that complies with the EU-US Data Privacy Framework. Data may be processed outside the UK/EU with appropriate safeguards in place.

7. Your Rights

You have rights under UK GDPR, including to:

- Access your personal data
- Correct inaccurate data
- Request erasure of your data
- Withdraw consent at any time
- Object to certain processing

To exercise these rights, email justplaytennis@hotmail.com.

8. Data Retention

We only keep your data as long as necessary for the purposes we collected it—typically up to 6 years to meet legal obligations.

9. Data Security

We use SSL encryption to protect data transfer. Access to your personal data is restricted to only those who need it.

10. Children

We do not knowingly collect data from anyone under 18 without consent from a parent or guardian.

11. Complaints

If you have concerns about how we process your data, please contact us first. If unresolved, you can raise a complaint with the [Information Commissioner's Office](#).

12. Updates

This privacy notice may be updated from time to time. We recommend checking this page regularly for updates.

If you have any questions, contact us at justplaytennis@hotmail.com.