

ITF PRIVACY NOTICE – ATTENDEES OF ITF CONFERENCES AND EVENTS

Note: This Privacy Notice only applies to the processing of personal data that you supply to the ITF in order to register for, attend and participate in a conference, assembly, or forum organised or otherwise facilitated by the ITF.

Please read this notice carefully.

1. About Us

ITF Licensing (UK) Limited trading as the International Tennis Federation (ITF) is a data controller of any personal data it collects and holds about you. The ITF is referred to as “we”, “us” and “our” in this privacy notice. We are a company registered in England and Wales under company number 02584446. We are registered on the Information Commissioner's Office Register; registration number Z5603782.

We are committed to protecting and respecting your privacy in accordance with the applicable data protection laws which impose certain obligations on us as a data controller. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

We may need to change this privacy notice in the future. If we make any substantial changes that materially affect you, we will inform you before they take effect. We may also provide you with other specific privacy notices if we process different types of data for you.

If you require any further information, or wish to contact us about how we collect and store your data, our contact details are:

Address	Bank Lane, Roehampton, London UK, SW15 5XZ
Telephone Number	+44 20 8878 6464
Data Protection Officer's Email	dataprotectionofficer@itftennis.com

2. Who this privacy notice applies to

This privacy notice explains how we will use the personal data of anyone who:

- registers to attend one of our conferences, assemblies or forums;
 - attends and/or participates in one of our conferences, assemblies (including our Annual General Meeting) or forums.
- (hereinafter collectively termed “Conference”).

Each such person is referred to as “you” and “your” in this privacy notice.

3. How we obtain your personal data

We collect and process your data when you:

- submit a registration form on the Conference registration website;
- communicate with us regarding your registration for, attendance at or participation in a Conference.

We may also obtain data about you:

- that is publicly available, such as information from media, websites, and your social media accounts;
- from any National Association and/or Regional Association that you are a member of, where those other associations lawfully share your information with us;
- when we ask you to complete optional surveys that we use for research purposes and to provide you with a more relevant consumer/attendee experience; and
- when you digitally interact with the ITF via our websites and other digital channels, including mobile device applications specific to the Conference. This may include the use of cookies (subject to our Cookie policy).

4. The types of personal data we process

We may process a wide variety of personal data about you, including personal data about:

you as an individual	<ul style="list-style-type: none"> • full name • email address, and telephone numbers • gender • date of birth • country of residence • nationality • language spoken • details of your Conference guest (if applicable)
your financial details (if applicable)	<p>although not held by the ITF, through our financial online payment provider:</p> <ul style="list-style-type: none"> • your credit or other card details (number, expiry, security code, name, billing address) when you provide these to us for the purposes of processing a payment to services • your bank account details (account number and number and sort code) if we need to provide a refund
other information identifying you	<ul style="list-style-type: none"> • passwords required for account login purposes
your preferences	<ul style="list-style-type: none"> • whether you wish to receive marketing from us and which types of marketing material you would like to receive
your technology	<ul style="list-style-type: none"> • device identifiers including IP address
your profile and how you use our products and services	<ul style="list-style-type: none"> • details of our services with you, including how you access and use those services, for example via smart phone application, web browser etc • cookies
your correspondence	<ul style="list-style-type: none"> • information contained in any correspondence, or communications received or sent by you
your special category data	<ul style="list-style-type: none"> • details (if any) about your health and medical history as well as your racial and ethnic background, but only when you provide that information to us (e.g. requests for adaptations in relation to a disability)

	or medical condition). Please note your religion and/or medical data may be identifiable from any dietary requirements submitted to the ITF
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5. How we will use your personal data and the legal basis for using that personal data:

Performance of our contract with you	
Fulfil the contract of service that you enter with us (e.g. when you register to attend a Conference)	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • verify your identity, address and other information provided to us about you, including your membership to any national or regional association • authenticate and process your registration • receive and manage registration payments (through our financial payment provider) • receive and manage travel and/or hospitality payments to facilitate your attendance at a Conference • if you provide a credit or debit card, we use third parties to check the validity of the sort code, account number and card details you submit in order to prevent fraud • communicate with you, whether via email, online or mobile Application (“Conference App”)
Enable our business and pursue our legitimate interests or those of a third party	
Manage our Conferences	<p>We will use your personal data to:</p> <ul style="list-style-type: none"> • organise, facilitate and deliver our Conferences • promote our Conferences and the ITF • provide accurate information to the national association or event organiser that is hosting the Conference which may include your name, travel arrangements, nationality, details of your nominated plus one and any preferences you submit to us (for example, language spoken or dietary requirements) • publish attendee / delegate lists on the Conference App • improve our Conferences in the future • share information with our National and Regional Associations in relation to people from those regions attending the Conference
Develop the sport	We may use your personal data to develop tennis as a global sport and encourage engagement with our services
Monitor and research, but only when you complete a Conference feedback forms	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • monitor how the game is played, taught and viewed to improve player, coach and investor experience <p>improve the content and delivery of future Conferences</p> <ul style="list-style-type: none"> • undertake research to enhance the general appeal and global reach of the game • undertake research to improve tennis facilities, resources and equipment such as tennis courts, rackets and methods of coaching

	<ul style="list-style-type: none"> gather statistics and feedback about registration, membership, accreditation and people interested and/or involved in tennis
Other business interests	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> monitor use of, improve and protect our websites and online services both online and offline update, consolidate and improve our business and the services that we provide to you as well as the accuracy of our records and to enable us to identify our users, members and service beneficiaries identify and tell you about other Conferences you may be interested in obtain your feedback and respond to and rectify complaints received by you and other users, members and service beneficiaries of the ITF analyse your personal data to make sure that you only receive information that is relevant to you develop and improve our federation and facilitate investment in, and the growth of, our business manage and mitigate any risks to you and our federation
Comply with our legal and regulatory obligations and codes of practice and to run our federation	<p>We may use your personal data to monitor, prevent, investigate and/or report fraud, misrepresentation, security incidents or crime, in accordance with applicable laws</p>
Investigate and respond to complaints, disputes and where necessary to bring or defend legal claims	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> identify and record facts and evidence investigate and respond to complaints, disputes, regulatory investigations and/or to bring or defend legal claims
Legal Obligations	
Compliance with applicable laws	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> comply with applicable laws and protection of the ITF’s legitimate business interests and legal rights, including, but not limited to, use in connection with legal claims, compliance with our legal obligations such as safeguarding, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation).
Consent	
	<p>We may seek your consent to use your personal data. When we ask for you consent we will explain the reasons why. You are entitled to refuse consent. However, your refusal to provide consent may mean that we are unable to fully process your registration or provide you with the best experience during your attendance at a Conference.</p>

	We may process information about your medical history, ethnic and racial background and information about any criminal convictions you have had (“Special Category Data”). Any Special Category Data will only be processed where it is necessary and only with your prior explicit consent (which we will collect separately).
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Where we have obtained your consent to processing your personal data (including special category data), you are entitled to withdraw your consent to this at any time. Please contact us if you wish to do so.

If you withdraw your consent, we will not continue to process this information for the purpose for which consent was obtained, but this will not impact the validity of any processing undertaken before you withdrew your consent.

6. How we use your personal data to make automated decisions

We do not make automated decisions with the personal data that you supply to us.

7. Marketing

We may ask you, when you provide us with your personal data, if you are happy for us to contact you by telephone, post, email or SMS about products and services offered by us which we think may be of interest to you, for example early bird registration for future editions of a Conference.

If you do not agree to this, we will not use your personal data for this purpose.

We will use your personal data to enable us to provide you with information that is most relevant to you.

If, at any time, you change your preferences and either do wish to receive such communications or wish us to stop sending you such communications you can let us know by one of the following methods:

1. email us at dataprotectionofficer@itftennis.com and we’ll be happy to contact you to help change your preferences. (As this isn’t a secure channel, please don’t include any personal details in any emails sent to this address.)
2. click the ‘Update your details’ or ‘Unsubscribe’ link on any marketing emails that we send you.

8. Who we share your personal data with

Your personal data may be shared with ITF Limited, registered in the Bahamas. Hosting and storage of your personal data takes place at the ITF’s secure data storage facilities in Roehampton and Slough (United Kingdom), and also on our Hosted Service Provider platforms (Microsoft’s Office 365 and Azure cloud hosting platforms). All data is stored in the UK or EEA.

We share your personal data with:

- you and your representatives and agents;
- any person you ask us to provide information to;

- organisations that facilitate the registration and event management process, including Conference applications (usually Cvent);
- organisations engaged in the process of making or receiving payments on our or your behalf (including Cvent and WorldPay);
- National Associations and Regional Associations;
- courts and any arbitrator or adjudicator of a dispute involving us;
- other Conference attendees but only where you consent to your profile being published on the Conference App; and
- our advisers, auditors, agents, contractors and suppliers (including hospitality providers) who act on our behalf to successfully deliver the Conference that you are attending and who are engaged to deliver your preferences with respect to travel, food and accommodation.

Some of these third parties will act as a processor on behalf of the ITF, and only on our instruction. Others will be a separate data controller in respect of that personal data, and will process your personal data in accordance with the applicable data protection laws relevant to that organisation.

Personal data may be shared with government authorities and/or law enforcement officials if mandated by law or if required for the legal protection of our legitimate interests in compliance with applicable laws.

9. How long we will hold your data

We will hold information about you only for as long as we need it for the purpose for which we collected it, which is as follows:

- Subject to the below bullet points, we will only keep the personal data that you supply to us as part of your registration and attendance at a Conference for the duration of the Conference.
- We will keep your name, job title, national association and email address for as long as is necessary to invite you to the next edition of the Conference.
- We may keep your name, job title, national association and email address for a period of three (3) years to measure attendance trends and ensure our invitee lists are accurate.
- For our AGM attendees, we will keep a record of your name, position and national association indefinitely as this information is recorded in our AGM minutes which must be maintained for auditing purposes.
- Where we process personal data for marketing purposes with your consent, we will process the data while you continue to engage with our emails, and for a period of 6 months from when you stop. If you ask us to stop processing your data for this purpose, we will keep a record of the fact that you have asked us not to send you direct marketing or to process your data indefinitely so that we can respect your request in future.
- We may retain the data for longer where it is necessary for us to meet our legal and regulatory obligations. For example, subject access requests or personal data relating to disputes will be kept for as long as it is necessary for those purposes, as each is applicable.

10. Your legal rights

You have a number of rights over your personal data processed by us. These include:

- access to, and correction of, incomplete, inaccurate or outdated personal data
- transmission of personal data to you or to another person or organisation
- erasure of personal data
- restriction to our processing of your personal data
- objection to processing personal data

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

The extent of these rights is limited by law and we may not act on part or all of your request(s) where the right(s) are not applicable. If we do not act on your request, we will explain our reasons why. Please contact us through our Data Protection Officer if you require any further information or wish to make a request to exercise any of your rights under applicable Data Protection laws. In most cases we will respond to your request within one month.

11. Sending your personal data outside the UK and the EEA

We may transfer and your data may be processed outside the United Kingdom (UK) and the European Economic Area (EEA). This includes:

- national associations or regional associations outside the EEA if you are attending a Conference taking place in that nation or region, or you are otherwise associated with them;
- agents, foundation members, contractors or suppliers based outside the EEA who are acting on our behalf to successfully deliver the Conference that you are attending.

Where we transfer your data outside of the EEA, we will create and maintain appropriate safeguards so that your personal data is subject to the same standards and protections as when we are processing your personal information inside the EEA.

You can contact us for more information about this.

12. How to complain

Please contact us using the contact details in the “About Us” section above if you are unhappy with the outcome of any of your requests to exercise your rights, or how we handle your personal data.

You are also entitled to complain to the Information Commissioner’s Office via www.ico.org.uk.

13. Our Privacy Notice available in other formats

We provide our Privacy Notice in French and Spanish. We can provide our Privacy Notice in large print, Braille and audio upon request.