

### **About Your Personal Profile**

To preserve the confidentiality of all information you provide to us, we maintain the following policy on our database:

1. We only collect personal information that we believe to be relevant and required to understand your needs and to conduct our business.
2. We will not disclose your personal information to any external organisation unless we are required by law to do so.
3. We aim to keep your personal information on our records accurate and up-to-date.
4. We maintain strict security systems designed to prevent unauthorised access to your personal information by anyone, including our staff.
5. We do not store any of your financial details after any transactions take place

### **Why We Collect Your Data**

We collect your personal information to carry out and administer our services to you and in an effort to improve your customer experience. The main purposes for which personal data may be used by us are:

- \* Processing your registration for our courses and events
- \* Enquiry or feedback
- \* Direct marketing
- \* Incorporation into our user database
- \* Service surveys
- \* Other related purposes

### **How to Opt-out or Correct Your Data**

You always have ultimate choice and control of the data we store, as well as the types of information you would like to receive from us. You have the choice of receiving, or not receiving, news and product updates from us. Should you decide not to receive any emails from us, please contact the office at [tennis@RPTEurope.com](mailto:tennis@RPTEurope.com)

### **Changes to Our Database Policy**

We will post any changes to our database policy so that you are always informed of the way we collect and use the data. If at any point we wish to use the data you submitted for a different purpose, you will be given the opportunity to opt out or otherwise prevent us from making such use of your data.