

RPTeurope Privacy Policy

RPTeurope is committed to protecting your privacy and takes its responsibilities regarding the security of client/member information and client/member confidentiality very seriously. This policy explains how RPTeurope use client information and how we protect your privacy.

Security to protect your information

In accordance with our legal obligations under the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003, we observe security procedures in the storage and disclosure of information which you have given to us, which also includes the prevention of unauthorized access to areas of our website and premises, where certain information may be collected, processed or stored.

Legal bases for processing (for EEA users):

If you are an individual in the European Economic Area (EEA), we collect and process information about you only where we have legal basis for doing so under applicable EU laws. The legal bases depend on the Services you use and how you use them. This means we collect and use your information only where:

We need it to provide you the Services, including to operate the Services, provide customer/member support, personalised features and to protect the safety and security of the Services;

It satisfies a legitimate interest (which is not overridden by your data protection interests), such as for research and development, to market and promote the Services and to protect our legal rights and interests;

You give us consent to do so for a specific purpose; or

We need to process your data to comply with a legal obligation.

We do not share information with third parties that help us operate, provide, improve, integrate, customize, support and market our Services.

Information required to process a purchase

We require certain information to allow us to process a transaction. Information we collect includes your name, address, telephone number and email address, also, we may require your credit or debit card number and other related cardholder details. RPTeurope do not directly collect or store card details for online transactions. Online payment are processed through PayPal who encrypts and passes your personal data to the credit or debit card company that issued it, for authorisation and collection to the RPTeurope account. Whilst this is typical, there are exceptions if a telephone order is approved and your details are processed via offline methods. RPTeurope will always direct the customer when possible to our preferred online payment methods for your security.

We use information we collect from you to process your order and retain this information for a period of up to 10 years, or until you provide a written request to tennis@RPTeurope.com to remove your personal details. All other details form part of our company records and will be retained in accordance with our Legal obligation for Company records.

Cookies

RPTeurope do use cookies on our websites, they have a 30 day expiration, and establish a user 'session' cookie. Session cookies are necessary to collate your transaction and are automatically deleted once you close your browser.

Social Media Widgets

The Services may include links that direct you to other websites or services whose privacy practices may differ from ours. Your use of and any information you submit to any of those third-party sites is governed by their privacy policies, not this one.

Site tracking and Web Beacons

In order to help us develop the design and layout of the site to better meet the needs of our customers we use software to monitor client traffic patterns and site usage. This software does not enable us to capture any personally identifying information.

You have a variety of tools to control cookies, web beacons and similar technologies, including browser controls to block and delete cookies and controls from some third-party analytics service providers to opt out of data collection through web beacons and similar technologies. Your browser and other choices may impact your experiences with our products.

How long we keep information

How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or anonymize your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

Account information:

We retain your account information for as long as your account/membership is active and a reasonable period thereafter up to 10 years in case you decide to re-activate the Services. We also retain some of your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, to support business operations, and to continue to develop and improve our Services. Where we retain information for Service improvement and development, we take steps to provide information that does not identify you, and we only use the information to uncover collective insights about the use of our Services, not to specifically analyse personal characteristics about individuals.

Information you share on the Services:

If your account/membership is deactivated or disabled, some of your information and the content you have provided will be stored in order to allow our team members to make use of the Services information. For example, we continue to retain messages you sent to our team members that received them and continue to retain actions/content you provided.

Marketing information:

If you have previously received marketing emails from us, we retain information about your marketing preferences for a reasonable period of time from the date you last expressed interest in our Services, such as when you last opened an email from us or ceased using your RPTeurope account/membership, where applicable. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

Disclosure to third parties

RPTeurope does not sell, trade, or rent your personal information to others. We never disclose information about a customer to any other person or organisation without a customer's prior consent, save in the case of fraud or other criminal activity, to meet the requirements enforced by a Supplier, or in order to enforce the legal rights of RPTeurope. For the avoidance of doubt,

RPTeurope reserves the right to pass your information on to third party PCI organisations in the interests of protecting you and/or ourselves against the potential fraudulent use of a credit card, or other fraudulent act, or if acting on your behalf in pursuance of a complaint with one of our Suppliers.

If you have any further questions or wish to raise a complaint about our privacy policy or its implementation, please contact us using the details on our website. Please reference Data Protection Complaint in the Subject.

RPTeurope reserve the right to change our Privacy Policy at any time.

Changes in our Privacy Policy will be posted.