

This privacy notice tells you about the information we collect from you when you use our website www.mftennis.com. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are MF Tennis. You can contact us by email at matt@mftennis.com or by telephone on +44 (0)7779 273655.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

How we use your information

- When you use our website
- When you submit an enquiry via our website
- When you purchase a product from our website
- When you sign up to receive our newsletter
- When you download a sample document
- When you submit a review about us
- When you take part in our feedback survey
- Your rights as a data subject
- Your right to complain
- Updates to this privacy policy

When you use our website

When you use our website to browse our coaching services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, email address and a short message.

We use this information to respond to your query, including providing you with any requested information about our coaching services. We will do this based on our legitimate interest in providing accurate information prior to booking any coaching services.

Your enquiry is stored and processed as an email, which is hosted by Microsoft within the European Economic Area (EEA). We do not use the information you provide to make any automated decisions that might affect you.

We keep enquiry emails for one year, after which they are deleted.

When you purchase a coaching service from our website

When you purchase coaching services from us online, we ask you for your name, address, contact telephone number, email address, DOB, gender, health issues, disabilities, allergies and photo/video consent. If payment is via credit card, our third-party payment processor will request your credit card details.

We will use your information to verify your purchase, process your order and send you a confirmation email.

We require this information in order to process your payment, deliver your coaching services and fulfil our contract with you.

Your information is stored with our third-party service provider, Openplay (www.openplay.co.uk) who is based within the European Union. Your credit card details are passed to a third-party payment processor, which is certified to PCI-DSS. We do not retain your credit card information.

We keep your order information for an indefinite period.

When you receive marketing emails from us

When you sign up to our services, you may receive from time to time, marketing emails on our other coaching services. You can unsubscribe from these emails at any time.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the Who Are We section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them.

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.