

ITF Privacy Notice

You should read this notice carefully.

1. Who this privacy notice applies to

This privacy notice explains how we will use the personal data of anyone who is or represents a consumer of any of the ITF's testing and certification programmes through our online testing and certification portal, TennisNET.

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

2. About Us

The ITF is committed to protecting and respecting your privacy in accordance with the applicable data protection laws. This notice sets out the basis on which we will process any personal data that you provide to us, or is obtained from other sources.

The ITF ("we", "us" and "our") will be a data controller of any personal data it collects, uses and holds about you.

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

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

3. Why we are providing you with this privacy notice

Data protection laws impose obligations on us to process (e.g. collect, hold, use, share or erase) your personal data fairly, lawfully and in a transparent manner. This privacy notice explains how we do that and sets out some of your legal rights.

If we need to change this privacy notice in the future, we will inform you before those changes take effect.

4. How we obtain your personal data

We collect and process your data when you:

- Browse or register to use our online services which may include the use of cookies (subject to our Cookie policy);
- Subscribe to our communications and marketing material;
- Communicate with us either personally or on behalf of your employer, business or association

We may also obtain data about you:

- that is publicly available, such as information from media, websites, and your social media accounts;
- from other organisations, including our National Associations and Regional Associations, the ATP, WTA and the Grand Slam Board, where those other associations lawfully share your information with us;

- from officials, participants of competitions, members of the public, or other regulatory organisations, who write to us in relation to you or who we contact in relation to investigations or other enquiries;
- when we ask you to complete optional surveys that we use for research purposes and to provide you with a more relevant ITF experience;

5. The types of personal data we process

5.1 Personal data

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"> • First name • Last name • Email address • The name of your employer, association or the entity that you represent • Your position within that entity
you as a provider or consumer of ITF services	<ul style="list-style-type: none"> • If applicable, your credit or other card details (number, expiry, security code, name, billing address) when you provide these to us for the purposes of payment for services, for example – Classification fee or Ball Approval test fees • correspondence or communications received or sent, and the information contained within those materials

6. How we will use your personal data and the legal basis for using that personal data

Compliance with our testing and certification service obligations	
To provide the testing and certification services that you request from us	<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 • authenticate your registration when you register with us • receive and manage payments made by you in consideration for our services including, if you provide a credit or debit card, using third parties to check the validity of the sort code, account number and card number you submit in order to prevent fraud • take steps in accordance with or linked to fulfilling our service obligations • communicate with you, including in relation to expiry dates for your listings within our programmes, and the eligibility period(s) for renewal
Enable our business and pursue our legitimate interests	
Developing the game of tennis and improving the regulation of ITF competitions	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • improve our regulation of tournaments and competitions sanctioned, owned, managed or recognised by the ITF; • further develop tennis as a global sport and encourage participation; • monitor participation in tennis competitions and events generally

<p>Monitoring and research</p>	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • monitor the ways tennis is evolving to improve consumer and player experience • undertake research to enhance the general appeal and global reach of tennis • undertake research to improve tennis facilities, resources and equipment such as tennis courts, rackets, balls and methods of umpiring • gather statistics about registration, memberships, accreditation and people interested in tennis
<p>Other business interests</p>	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • monitor use of and 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, consumers and service beneficiaries • notify you of expiry dates for your listings within our Programmes, and the eligibility period for renewal. • identify other products and services you may be interested in and telling you about other products and services • obtain your feedback and respond to and rectify complaints received by you and other users, members and ITF service beneficiaries or service providers • segment your personal data to make sure that you only receive information that is relevant to you as an employee, member of staff or associate of an ITF service provider or business partner • develop and improve our federation and facilitate investment in, and the growth of, our business • manage and mitigate the risks to you and our federation
<p>comply with our legal and regulatory obligations, codes of practice and to run our federation</p>	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • monitor, prevent, investigate and/or report fraud, misrepresentation, security incidents or crime, in accordance with applicable laws; • investigate and resolve any disciplinary issues or potential breaches of our Rules and Regulations and Codes of Conduct that you, your employer or Association may be involved in
<p>to investigate and respond to complaints, disputes and where necessary to bring or defend legal claims</p>	<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
<p>Legal Obligations</p>	
<p>Compliance with applicable laws</p>	<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 i.e. safeguarding, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation).

Consent

Otherwise, we may seek your consent to use your personal data. At the time that we ask for your 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 provide you any benefits from our services.

7. 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 data storage facilities in Roehampton and Slough (United Kingdom). The storage of our data is managed at these locations by Microsoft 365, our Hosted Service Provider.

We may share your personal data with:

- You and your representatives, employer(s);
- Any person you ask us to provide your information to;
- The other tennis bodies – National Associations, ATP, WTA and the Grand Slam Board;
- Tournament Organisers and officials;
- Organisations engaged in the process of making or receiving payments;
- Our advisers, auditors, agents and suppliers who act or may act on our behalf.

When we share your personal data with your National Association they 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 Association.

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.

8. 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

- As long as you continue to log onto our websites, platforms or online portals or use our services (including – but not limited to – engaging with emails, entering competitions, events, seminars or conferences, paying fees, paying fines, providing or receiving ITF services or downloading ITF content) we will retain and process information about you.
- We will keep your personal data for a period of 11 years from the date that you no longer receive ITF services. This is to ensure adequate records are kept for the duration of the ITF's certification programs, which may run for a period of ten years at a time.
- If you or your employer or association ceases to have a business or legal relationship with us or the ITF is notified that you no longer work for that employer or association, whichever is earliest, we shall delete your personal data as soon as practicable after being notified of your disassociation.

We may retain the data for longer where it is necessary for us to meet our legal and regulatory obligations. For example, personal data linked to the processing of insurance claims, subject access requests, disputes, safeguarding investigations or disciplinary matters will be kept for as long as it is necessary for those purposes, as each is applicable.

9. Your legal rights

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

- Access to your personal data.
- 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.

The extent of these rights are 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 email dataprotectionofficer@itftennis.com if you require any further information or wish to make a request to exercise any of your rights under applicable Data Protection laws.

10. 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:

- our non-EEA National Associations domiciled in countries wherein you are living, travelling or working;
- Other tennis governing bodies based outside the EEA (including the WTA, ATP);

11. 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. [How to complain](#)

Please email dataprotectionofficer@itftennis.com 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:

Address	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
Website	www.ico.org.uk
Telephone Number	0303 123 1113
Data Protection Officer's Email	casework@ico.org.uk

12. Our Privacy Notice available in other formats

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