

ITF Privacy Notice – ITF World Tennis Number

Note: This Privacy Notice only applies to individuals who have an ITF World Tennis Number. If you have an IPIN account or you deal with the ITF in any other way, please refer to our Privacy Notice library for information on how we process your personal data for other reasons.

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 for and/or is provided a ITF World Tennis Number. 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:

- your register for an ITF World Tennis Number (whether online or through your national tennis association (“NTA”));
- your NTA provides us with information about you;
- you access and/or engage with the ITF World Tennis Number platform, for example when you update your profile, input your match results or upload your photograph.

We may also obtain data about you:

- from your NTA;
- from other ITF systems such as IPIN;
- from organisations such as the WTA, ATP or Grand Slam Board;
- from officials that officiate your tennis matches and from your opponents;
- from other tennis organisations and/or regulatory organisations, who write to us in relation to you or who we contact in relation to investigations or other enquiries, for example in relation to matters of safeguarding, or corrupt conduct;

- when we ask you to complete optional surveys that we use for research purposes and to provide you with a more relevant player and user experience; and
- when you digitally interact with the ITF via the platform which 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 and title; • email address, home address and telephone numbers; • gender; • date of birth; • nationality; • country of residence; • photograph; • language spoken.
other information identifying you	<ul style="list-style-type: none"> • device identifiers including IP address; • password; • secret question and answer which may relate to you or people you know
your location	<ul style="list-style-type: none"> • if you elect to enable the location services in your ITF World Tennis Number profile to arrange tennis matches with other players
your playing information	<ul style="list-style-type: none"> • your ITF World Tennis Number rating • activity and results in tennis matches (local, national and international); • tennis biography details such as when you started playing tennis, playing hand/doubles hand, and favourite player; • head-to-head results with other players; • performance data from tennis matches played by you and recorded by our third-party data suppliers for sporting reasons; • any other information you provide to us for your ITF World Tennis Number profile.
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 profile and user experience	<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 in relation to your ITF World Tennis Number.

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

Performance of our contract with you or a contract with a third-party that is in your interest	
Fulfil the contract of service that you enter into with us or that we enter with your NTA in your interest to provide you with a ITF World Tennis Number	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • verify your identity and ITF World Tennis Number account details; • set up your account and authenticate your registration when you register with us or when your NTA provides your personal data to us for that purpose; • provide you with a ITF World Tennis Number; • provide accurate information to your NTA about your ITF World Tennis Number;

	<ul style="list-style-type: none"> • communicate with you.
Enable our business and pursue our legitimate interests or those of a third party	
Manage and promote the ITF World Tennis Number platform	<p>We will use your personal data to:</p> <ul style="list-style-type: none"> • administer the ITF World Tennis Number platform and inform the algorithm used to calculate ratings; • promote tennis matches and the benefits of having an ITF World Tennis Number; • provide accurate information to your NTA about the success and delivery of the ITF World Tennis Number in your nation.
Develop of the game	<p>We may use your personal data to further encourage participation.</p>
Regulate and protect the integrity of the game	<ul style="list-style-type: none"> • ensure your adherence to the terms and conditions for the ITF World Tennis Number; • investigate and resolve any disciplinary issues or potential breaches of those terms and conditions; • uphold the highest standards of integrity for the sport of tennis and the ITF
Monitor and research	<p>We may use your personal data to:</p> <ul style="list-style-type: none"> • monitor how the game is played and the ways it is evolving to improve player experience; • undertake research to enhance the general appeal and global reach of the game; • undertake research to improve technologies in tennis; • gather statistics about registration, membership and retention of ITF World Tennis Number players
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; • monitor and analyse the use of your account; • 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; • 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 and the sport; • manage and mitigate the risks to you and our federation.
Legal Obligations	
Comply with our legal obligations under applicable laws	<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 as well as other regulatory codes; • comply with applicable laws and protection of the ITF's legal rights, including, but not limited to, use in connection with legal claims, and compliance with our legal obligations (e.g. safeguarding, disclosure)
Consent	

	We may seek your consent to use your personal data for specific purposes (e.g. enabling location services, publication of additional data such as favourite shot, sharing your personal data with additional NAs etc). You are entitled to refuse consent. However, your refusal to provide consent may mean that you are unable to access the full benefits of an ITF World Tennis Number profile.
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Where we have obtained your consent to processing your personal data, you are entitled to withdraw your consent to this at any time. You are able to withdraw consent within the platform or by contacting us. 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.

Where we process your personal data on the basis of legitimate interests, you can request a copy of the balancing test for that data processing using the contact details set out at the beginning of this notice.

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

The algorithm that facilitates the ITF World Tennis Number requires us to make automated decisions about you on the basis of your tennis performance data. This automated decision-making is pursuant to the contract we have with you and/or your NTA to provide you an ITF World Tennis Number. More information about how the ITF World Tennis Number is calculated can be found [here](#).

7. Marketing

We will not market to you or subscribe you to any ITF newsletters for having an ITF World Tennis Number. We will send you emails about the ITF World Tennis Number unless you ask us not to.

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 on the platform which is administered by a third party data processor called ClubSpark. All personal data is stored in the UK or European Union but may be accessed by organisations based outside of the EU (e.g. NTAs).

We share your personal data with:

- you and any person you ask us to provide information to;
- your NTA;
- additional NTAs that you have chosen to share data with;
- the NTAs of players you compete against (results of matches only);
- our platform partner, Clubspark;
- the wider public, if your ITF World Tennis Number player profile is enabled as “public”.

ClubSpark acts as, and your NTA may act as a processor on behalf of the ITF which means they will only act on our instructions. Your NTA and any other third party will be a separate data controller in respect of your 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, law enforcement officials and arbitrators or regulatory disputes that involve you and us, provided that disclosure is 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:

- your contact details and player profile information – for as long as you have an ITF World Tennis Number and then one year after you cancel your registration and/or de-activate your account;
- your performance results and ITF World Tennis Number statistics – for four years to maintain accurate sporting records and to ensure the effective delivery of the ITF World Tennis Number;

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 disciplinary cases under applicable regulations, subject access requests, disputes, or safeguarding investigations 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; and
- 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 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 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

If your NTA is based outside Europe we have to send your personal data outside Europe. If you play a tennis match outside Europe we may send your personal data to the NTA of the country where you play but only if it is necessary for your ITF World Tennis Number or the NTA needs it for their records. We only send your personal data in a safe and secure way. You can contact us for more information about this.

12. How to complain

Please contact our Data Protection Officer 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 translated into French and Spanish. We can also provide our Privacy Notice in large print, Braille and audio upon request.