

The Toronto Lawn Tennis Club Ltd. (the “Club”) is committed to protecting the privacy of our members, employees and guests. This Privacy Policy outlines how the Club collects, uses, discloses, and protects personal information in accordance with applicable privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada.

Information We Collect

The Club may collect the following types of personal information:

- Contact information (e.g., name, email address, phone number)
- Membership details (e.g., membership ID, start and end dates)
- Payment information (e.g., banking details for membership fees)
- Event participation information
- Any other information voluntarily provided to the Club

Purpose of Collection

The Club collects personal information for the following purposes:

- To assess applications for membership or employment
- To process and manage memberships or employment contracts
- To communicate with members and employees regarding club activities and events
- To provide services and support to members and employees
- To improve club operations and the member experience and employee experience
- To comply with legal obligations
- To enforce the Club’s rules and regulations
- To collect debts
- To report to and cooperate with law enforcement to protect our members, employees, board and committee members, and the public.

The Club has a records retention program based on legal requirements and upon the principle that it does not continue to hold personal information that has served the purpose for which it was collected.

Consent

By providing personal information to the Club, members, employees and guests consent to the collection, use, and disclosure of this information as outlined in this policy. Members, employees and guests may withdraw consent at any time, subject to legal or contractual obligations.

Members’ names, phone numbers and email addresses are published on the member directory. Members may opt out of having this information listed on the member website and TLTC App.

The Club must obtain written approval to publish or release other pieces of information for each occurrence from both members and employees.

Disclosure of Personal Information

The Club may share personal information with third parties in the following circumstances:

- With consent

- To service providers who assist the Club in operations (e.g., payment processors, event organizers)
- As required by law or to protect our rights and safety

Security of Personal Information

The Club will take reasonable precautions to protect personal information from unauthorized access, use, or disclosure. This includes implementing physical, administrative, and technical safeguards. The Club employs commercially reasonable security measures for our electronic records. As security cannot be ensured for communications sent through the internet, it is recommended that any sensitive personal information be provided to us through other means.

Access and Correction

Members, employees and guests have the right to access their personal information held by the Club and request corrections, if necessary, through the Membership Department.

Changes to This Privacy Policy

The Club may update this Privacy Policy from time to time. Any changes will be effective upon posting the revised policy on our website. Members, employees and guests are encouraged to review this policy periodically for any updates.

Breach Notification

In the event of a privacy breach involving personal information, the Club will promptly assess the situation to determine the risk of significant harm. Where required under PIPEDA, the Club will notify the affected individuals and report the breach to the Office of the Privacy Commissioner of Canada. The Club will also maintain records of all privacy breaches as required by law.