



Privacy Notice

Last Updated: October 2026

Who We Are

TwistFizz C.I.C. provides community tennis and physical activity opportunities across parks, schools, community venues and local authority contracts.

TwistFizz C.I.C. is committed to protecting your privacy and handling personal information fairly, lawfully and transparently.

Company Number: 10561481

Email: hello@twistfizz.co.uk

Telephone: 0208 987 8027

TwistFizz acts as the data controller for the personal information described in this notice. The Managing Director acts as the organisation's Data Protection Lead.

Information We Collect

Depending on your relationship with us, we may collect:

- Name
- Postal address
- Email address
- Telephone number
- Date of birth
- Emergency contact information
- Parent or guardian details
- Booking and attendance records
- Membership information
- Equality monitoring information (where voluntarily provided)
- Website usage information
- Communications, enquiries and feedback
- Medical information where required for safe participation

We only collect information that is relevant and necessary for providing our services.

How We Use Your Information

We may use your information to:

- Manage bookings and registrations
- Deliver lessons, activities and events
- Communicate service updates



- Manage memberships
- Respond to enquiries and complaints
- Meet safeguarding responsibilities
- Improve our services
- Monitor participation and inclusion
- Administer payments and refunds
- Meet legal and contractual obligations

Lawful Basis for Processing

We process personal information using one or more lawful bases including:

- Consent
- Contract
- Legal obligation
- Vital interests
- Legitimate interests

Where special category data is processed, an additional lawful condition will be identified and applied.

Sharing Information

We may share information where necessary with:

- Local authorities
- The Lawn Tennis Association (LTA)
- Safeguarding agencies
- Payment providers
- Booking system providers
- Professional advisers
- Regulators and statutory bodies

We will never sell your personal information.

Data Security

TwistFizz uses appropriate technical and organisational measures to protect personal information from unauthorised access, loss or misuse. Information is stored within secure systems with access restricted to authorised personnel.

Your Rights

You have the right to:



- Access your information
- Correct inaccurate information
- Request deletion where appropriate
- Restrict processing
- Object to processing
- Withdraw consent
- Complain to the Information Commissioner's Office (ICO)

Contact Us

For any privacy or data protection enquiries:

Data Protection Lead

TwistFizz C.I.C.

Email: hello@twistfizz.co.uk

Telephone: 0208 987 8027