

## Marsden Golf Club Privacy Policy

Your privacy is really important to us, and we understand how important it is to you. Our aim is to be as clear and open as possible about what we do and why we do it. Marsden Golf Club (hereafter called MGC) is committed to the protection of privacy of all its users and customers. References to “we”, “our” and “us” are references to MGC.

This Privacy Policy sets out how we use and protect any information that you give to us when you visit this website, our club or apply to become a member.

Should we ask you to provide certain information by which you can be identified when using this website or visiting MGC then you can be assured that it will only be used in accordance with this Privacy Policy.

All such information is processed securely by MGC which endeavours to comply with all applicable Data Protection and consumer Regulations and will treat all your personal information as confidential.

### Information we collect

We collect information about you when you voluntarily provide feedback, book tee times online, participate in competitions and also when completing our online contact form. As part of any of these forms, you may need to give your contact information. We use the information given to us by you to provide the service you request from us in the way that is set out in this privacy policy.

We may collect the following information:

- Name and address
- Email address
- Telephone Numbers
- Gender
- Date of Birth
- Join Date
- Handicap ability
- Central Database of Handicaps Number (CDH)
- Member or non-member

When you join or visit our Golf Club we collect only the information required from you to be able to fulfill our contractual obligations which may include being able to contact you to be able to send you a subscription renewal notice, AGM notices and to administrate your visit or competitions at MGC.

With your permission, we may also collect further consent which allows us to contact you regarding events and offers at The MGC.

How the information about you is used and what we do with it

When you join as a member or enter into a society event or open competition we will share your information with external and internal data processors (BRS Golf & Club Systems). We do NOT share members information with 3rd parties with the exception of England Golf where limited information is shared to maintain your handicap within the CDH & WHS systems England Golf’s WHS Privacy Policy.

Your personal data is controlled internally by MGCs Data Protection Compliance Manager who adheres to the Golf Club’s internal data protection policies and procedures.

At the time of collecting your data you have the right to object to The MGC holding certain information about you.

We want to make sure that your personal information is accurate and up to date you may ask us to correct or erase information that you think is inaccurate.

## Contact policy

We would like you to be the first to receive offers and news about the golf course and clubhouse. We do this in various ways including email, post and social media but only if you have opted in and would like to receive our communications.

Your privacy is very important to us which is why we make sure you're always in control of what we do with your personal information.

Keys of our Contact Policy:

- We will never pass your personal details on to any third party other than our data processors BRS Golf, Club Systems International and limited information to England Golf (for handicaps)
- We do not share your data with external marketing companies.
- We'll always comply with the Data Protection Act 1998 and General Data Protection Regulations (GDPR).

## Visitors to our website

When someone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## Social media

We do not use a third-party provider.

## Cookies

Cookies are small files placed on your computer's hard drive or in the memory of your web browser when you visit a website. They do not store or collect any personal or private information, but they do allow us to monitor how effectively different parts of our website are working.

Cookies help improve the way our website works for you, the visitor. For example, if you buy something from our online shop, a cookie will record what you have placed in your shopping basket. Cookies do not store any personal or confidential information about you.

Your right to refuse cookies and what happens if you refuse them

You can refuse cookies by activating the relevant setting on your browser.

However, if you do so you may not be able to access all or parts of our sites. If you carry on using our sites and do not change your browser settings, we will assume you consent to us using cookies as described above.

## Data collection and purpose specification

We collect the personal data that you may volunteer while using our services. We do not collect information about our visitors from other sources, such as public records or bodies, or private organisations. We do not collect or use personal data for any purpose other than the specific services provided.

## Storage of data

We will not store your personal information for any longer than we need to, however we may be obliged by law to store your communications and personal information including activity logs and we may need to show details of these to government or authorised officials upon request. Like many websites, we use log files to monitor the effectiveness of our website.

The data we collect from you will be stored within the EU. By providing us with this data, you agree to this storing and/or processing.

All our data is stored on our secured servers or on secure servers that are operated by a third party.

If we have provided you with a password which enables you access to our website, you are responsible for keeping this password confidential.

#### Confidentiality/Security

All our employees and data processors, who have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of our members 'and visitors 'personal data. We ensure that your personal data will not be disclosed to any authorities except if required by law, other regulation or for funding purposes.

#### Access to the personal data we may hold about you

You can ask us whether we are keeping personal data about you upon request.

We will provide you with a readable copy of the personal data which we keep about you, within one month of receipt of this request – although we will before releasing a copy to you require proof of your identity. This can be extended by two months where the request for rectification is complex. We will provide this information free of charge.

We will however charge a reasonable fee when a request for information is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with the requests for further copies of the same information. This fee is based on the administrative cost to provide this information.

We allow you to challenge the data that we hold about you and, where appropriate, you may have the data erased, rectified, or amended if it is incorrect or inaccurate. We reserve the right to refuse to provide our visitors with a copy of their personal data if the request is manifestly unfounded or excessive, but we will give reasons for our refusal. We do, however, allow you to challenge our decision to refuse to provide you with a copy of your personal data. You have the right to complain to the supervisory authority and to a judicial remedy without undue delay and at the latest within one month.

#### Erasure of data

You have a right to have your personal data erased to prevent processing in the following specific circumstances:

- Where the personal data is no longer necessary in relation to the purposes for which it was originally collected/processed.
- If you wish to withdraw consent.
- If you object to the processing and there is no overriding legitimate interest for continuing the processing.
- The data was unlawfully processed in accordance with the GDPR.
- The personal data has to be erased in order to comply with a legal obligation.
- If you are a parent or guardian of a child and object to the holding of data in relation to that child.

Keeping your information secure – help us keep protect your information:

- Keep your password secret.
- Never distribute the website addresses for pages that you have looked at while logged in as a registered member or visitor.
- You should choose a password that is not obvious or known to anyone else. You should never give a third party your password, as you will be responsible for all activity and charges incurred through use of your password whether authorised by you or not.

- If you forget your password, you can request a new password, which will be emailed to the address we hold for you. Should we think that there is likely to be, or has been any breach of security, we may change your password and notify you of the change by email.

#### Links

Our website may contain links to other organisations, if you use these links to/and leave our website, you should be aware that we do not have any control over that other website. As such we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these websites, and they are not governed by this Privacy Policy. MGC is not responsible for any products and/or services featured on any third party website. You should exercise caution and look at the Privacy Policy applicable to the website in question.

#### CCTV

MGC uses CCTV to capture images of individuals or information relating to individuals for Health and Safety and crime prevention.

Data is processed fairly and lawfully and images of people and the information which is derived from images – for example vehicle registration numbers, are covered by the Data Protection Act.

Recorded material is password protected and stored for a maximum of 30 days.

Advisory signs are positioned around the premises.

#### Electronic payments

MGC complies with the security requirements of the credit card Payment Card Industry Data Security Standard (PCI DSS) programme and compliance is validated annually.

PCI DSS requirements apply to our electronic payment service providers who process and/or transmit cardholder data. Electronic storage of cardholder data is not conducted or permitted.

#### Changes to policy

We reserve the right, at our sole discretion, to modify, add or remove sections of this privacy policy at any time and any changes will be notified to you using the email address you have given us or by an announcement on the webpage Privacy Policy

#### Privacy queries

If you have any questions regarding this policy, or you wish to update your details or remove your personal data from our records then please inform us. If you do not want to receive marketing communications from us, you can select your choices by ticking the relevant boxes situated on communications from MGC.

Email – [secretary@marsdengolfclub.co.uk](mailto:secretary@marsdengolfclub.co.uk)

Write to us at – Marsden Golf Club, Mount Road, Hemplow, Huddersfield, HD7 6NN

#### Review of this policy

We keep this Policy under regular review and the latest policy is accessible via request or from the website. This Policy was last updated in October 2022.

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.