

## Privacy Policy

This privacy policy sets out how Hazlemere Golf Club uses and protects any information that you give Hazlemere Golf Club when you use this website, or are involved with Hazlemere Golf Club as members, customers or staff.

We are committed in ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, or when communicated via email, post or text, then you can be assured that it will only be used in accordance with this privacy statement.

We document what personal data we hold and endeavour to keep our records up to date.

We will make every effort to inform you about our privacy policies. Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the General Data Protection Regulation (GDPR), will be adhered to.

### **Lawful collection of data - what we collect:**

#### **For Members**

- Name
- Physical Address
- Contact information including email address and telephone numbers
- Date of Birth
- Handicap
- A parental / guardian consent form has to be completed with regard to children applications

### **What we do with the information we gather:**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically deliver club news, changes, and information about events and offers to the email address which you have provided, for this we would like members to continue to agree to "opt in"
- From time to time, we may also use your information to send surveys.
- We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interest

Members agree to opt in when becoming a member, but have the right even to unsubscribe at any time. By unsubscribing you will remain a club member but will no longer receive any further club news or information.

#### **For Customers**

- Name
- Contact information including email address and physical address
- Other information relevant to your booking

### **What we do with the information we gather:**

We require this information to understand your needs and provide you with a better service, to manage your booking and for the following reasons:

- Internal record keeping.

Where customers are contacted with information about services and offers we will ensure that this is in compliance with the GDPR.

### **For Staff**

- Name
- Contact information including email address and physical address
- Where appropriate qualification and CV information
- HR and recruitment information

### **What we do with the information we gather:**

We require this information for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services with consent.

Members and Customer information will only be used internally and never shared with third parties.  
All customer data will be deleted six months after any enquiry has been dealt with.

### **Individual Rights**

We adhere to the new rights for individuals as introduced by the GDPR in addition to modifications made to current individual rights as covered in the Data Protection Act (DPA).

You may request details of personal information, which we hold about you under the GDPR.

If you would like a copy of the information held on you please write to [jerry@hazlemeregolfclub.co.uk](mailto:jerry@hazlemeregolfclub.co.uk)

If requested we can make information such as handicap data accessible via a common used machine-readable form such as CSV files.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

All member information is stored off site on an encrypted cloud storage platform. Any information that may exist on internal systems including customer emails are protected by passwords, firewall and kept in a locked room. All physical data is stored in secure locked filing cabinets in a locked office.

### **How we use cookies**

A cookie is a small file, which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information, which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes,

you may change your mind at any time by writing to or emailing us at [jerry@hazlemeregolfclub.co.uk](mailto:jerry@hazlemeregolfclub.co.uk)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties, which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Every effort is made to secure private data across all areas in which data is stored, in the unlikely event of a data breach, this will be reported to members and affected parties within 72 days.

We review our current privacy notices and may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

*This policy is effective from February 2018.*