

# Weymouth Golf Club Privacy Notice for Members



This notice explains how Weymouth Golf Club may use and protects any personal information that you give Weymouth Golf Club when you:

- Join Weymouth Golf Club as a member;
- Enter an Open Competition at Weymouth Golf Club;
- Book a tee time online at [www.weymouthgolfclub.co.uk](http://www.weymouthgolfclub.co.uk)
- Complete an online or physical/paper application form;
- Purchase any services or products we offer;
- If you make a query and/or a complaint or when you communicate with us by phone, letter, email or any other way;

It also explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of any of your personal information. We have appointed a Data Protection Compliance Officer to oversee our compliance with data protection laws who has overall responsibility for data protection compliance within our organisation. Contact details are set out in the “Contacting Us” section at the end of this Privacy Notice.

This statement also sets out how Weymouth Golf Club governs the manner in the Club collects, uses, maintains and discloses information collected from users (each, a “User”) of the [www.weymouthgolfclub.co.uk](http://www.weymouthgolfclub.co.uk) (“Site”) and all product/service application forms offered by Weymouth Golf Club.

Weymouth Golf Club is committed to ensuring that your privacy is respected and protected. Should we ask you to provide certain information by which you can be identified when using our services, you can be assured that it will only be used in accordance with this privacy notice.

Weymouth Golf Club has a full Data Privacy Policy which is available on request. We may change our Data Privacy Policy from time to time and also update this notice. You should check this notice from time to time to ensure that you are happy with any changes.

## **Personal Information we may collect from you**

We may collect the following information:

- Personal contact details that allows us to contact you directly such as name, title, email address and telephone numbers;
- Membership start and end date;
- Demographic information such as postcode, age and gender. This information may be passed on to England Golf for their annual report/survey but any information that is passed on will not be identifiable to you;
- Records of your interactions with us such as telephone conversations, emails and other correspondence and your instruction to us;
- Any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transaction with you;
- Records of your attendance at any events hosted by us;
- CCTV footage and other information obtained through electronic means such as swipecard records;
- Images in video and/or photographic form and voice recordings;
- Your marketing preferences so that we know whether and how we should contact you;
- Details of next of kin, family members and emergency contacts;
- Records and assessment of any player rankings, grading or rating, competition results, details regarding events, matches or games attended and performance;
- Complaints made against you or complaints you may have made about employees, professionals, volunteers or other members;

## **Special categories of Personal Information**

We may also collect, store and use the following “special categories” of more sensitive personal information regarding you:

- Information about your race or ethnicity, religious beliefs and sexual orientation;
- Information about your health, including any medical condition, medical records and health professional information;

We may not collect all of the above types of special category personal information about you. In relation to the special category personal data that we do process we do so on the basis that:

- The processing is necessary for reasons of substantial public interest, on a lawful basis;
- It is necessary for the establishment, exercise or defence of legal claims; or
- Based on your explicit consent;

In the table below we refer to these as the “special categories reasons for processing of your personal data”

We may collect criminal records information about you. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.

## Where we collect your information

We typically collect personal information about our members when you apply to become a member of the Club, when you purchase any services or products we offer, when you make a query and/or a complaint or when you communicate with us by phone, email or in some other way.

If you are providing us with details of next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of how and what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with them. They also have the same rights set out in the “Your rights” section below.

## What we do with the information we collect

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 and membership services.
- To administer competitions results and relevant services associated with competitions
- To improve our products and services.
- To send informational Emails about new products, special offers or other services associated with Weymouth Golf Club.
- To conduct market research. For market research purposes we will only contact you by email. We may use the information to customise the website and our products according to your interests.

The table below describes the main purpose for which we process your personal information, the categories of your information and our lawful basis for being able to do this.

<b>Personal Information used</b>	<b>Purpose</b>	<b>Lawful Basis</b>
All contact and membership details such as name, address, age, date of birth, telephone numbers, email addresses & social media IDs. Transaction and payment information, records of your interactions with us and marketing preferences.	To administer any membership you have with us and managing our relationship with you, including dealing with payments and any support, service or product enquiries made by you. To arrange and manage any contracts for the provision of any services or products.	This is necessary to enable us to properly manage & administer your membership contract with us.
Contact and membership details.	To send you information which is included within your membership benefits package, including details about competitions, events, partner offers and discounts and any updates on golfing events.	This is necessary to enable us to properly manage & administer your membership contract with us.

Contact details and records of your interactions with us.	To answer your queries or complaints.	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your membership.
All the personal information we collect.	To gather evidence for possible grievance or disciplinary hearings.	<p>We have a legitimate interest in doing so to provide a safe and fair environment for all members and to ensure the effective management of any disciplinary hearings, appeals and adjudications.</p> <p>We process “special category reasons for processing of your personal data” referred to above.</p> <p>For criminal records history we process it on the basis of legal obligations or based on your explicit consent.</p>
<p>Records of your attendance at any events or competitions hosted by us.</p> <p>Details of next of kin, family members and emergency contacts, health and medical information.</p>	<p>To conduct data analytics studies to better understand event attendance and trends within the sport.</p> <p>To arrange for any trip or transportation to and from an event.</p>	<p>We have a legitimate interest in doing so to ensure that our membership is targeted and relevant.</p> <p>This is necessary to enable us to make the appropriate arrangement for the trip and/or to an event.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to above.</p>
Your usage of our IT systems and online.	The security of our IT systems.	We have a legitimate interest to ensure that our IT systems are secure.

Information about your criminal convictions and offences	To comply with legal obligations, for example, regarding people working with children or vulnerable adults to comply with our safeguarding requirements.	For criminal records history we process it on the basis of legal obligations or based on your explicit consent.
Records of attendance, and CCTV footage and other information obtained through electronic means such as swipecard records, medical information about your health.	To comply with Health and safety requirement	We have a legal obligation and a legitimate interest to provide you and other members of our Club with a safe environment in which to participate in sport. We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to above. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.
All the personal information we collect.	Retention of records.	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage your membership and operate our Club and in some cases we may have legal or regulatory obligations to retain records. We process “special category reasons for processing of your personal data” referred to above. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.
Bank Account details of the member or other person making payments to the Club via BACS or Cardnet Services.	To manage the members subscription instalments to the Club and the provision of card payments.	To manage & administer the Club’s agreement with the member which is our legitimate interest in operating the Club.

Contact details and Marketing preferences.	To send you other marketing information we think you might find useful or which you have requested from us, including our newsletters, information about membership and events.	When you have given us your explicit consent to do so.
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For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to admit you as a member or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your membership. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the “Contacting Us” section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on basis other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you.

**Who else has access to the information you provide us ?**

We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law or as set out in the table above.

We will share limited membership data with specific third parties who adhere to the principles and rules of GDPR. These are Site Wizard (for the purposes of the Club website), Club Systems International Limited (includes Club V1 & HowDidiDo for the purpose golf membership, benefits including information, competitions, events and any updates on golf), NBC Universal (administering BRS Golf & GolfNow), TGI Golf Partnership & Golf Matters Limited (for the purpose of advising the membership as to our golf professional’s services), and England Golf (for administering your handicap under the World Handicap System). We only disclose the personal data that is necessary for these third parties to deliver their services to you, the member.

The personal information we collect may be transferred to and stored in countries outside of the UK and the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain circumstances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your personal information is only used in accordance with this privacy notice and applicable data protection laws and is respected and kept secure and where a third party processes your data on our behalf we will put in place appropriate safeguards as required under data

protection laws. For further details please contact us by using the details set out in the “Contacting Us” section below.

## **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.

## **How long do we keep your personal information**

We will not store your personal information for any longer than we need to, however we will hold your personal data on our systems for as long as you are a member of the Club and for as long afterwards as is necessary to comply with our legal obligations. We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data. However, we will retain your personal data in an archived form so that we are able to comply with future legal obligations e.g. - compliance with tax requirements and exemptions, and the establishment, exercise or defence of legal claims.

As a guest or visitor, if you purchase any products and services from us (e.g. green fees), then under UK tax law we are required to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it can be erased on your request.

CCTV images that are stored on, or transferred on to, removable media such as CDs are erased or destroyed once the purpose of the recording is no longer relevant. In normal circumstances, this will be a period of one month. However, where a law enforcement agency is investigating a crime, images may need to be retained for a longer period

We securely destroy all financial information once we have used it and no longer need it or until you notify us that you no longer wish us to do so unless your request contradicts our statutory obligations.

## **Your rights in relation to your personal information**

You have the following rights in relation to your personal information:

- a) to access the personal information we hold about you
- b) to be provided with information about how your personal information is processed
- c) to request the correction of inaccurate personal information
- d) to have your personal information erased in certain circumstances
- e) to object to or restrict how your personal information is processed
- f) to request your personal data be transferred to yourself or to another service provider
- g) to object to certain automated decision-making processes using your personal information

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting Us" section below.

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

### **Members Area (Website)**

The members area of the website and membership data processing is provided by Site Wizard as the "processor" on behalf of Weymouth Golf Club, the "controller".

Weymouth Golf Club uses this website to provide online information and services, competition management, World Handicap System maintenance and email communications for members of the Club.

Access to this website is via a member's unique email address or Weymouth Golf Club's Membership ID, and a User password. This is limited to Club Members and selected Club staff who require access for the purpose of supplying and maintaining information relative to the primary functions of the members' website, as stated above.

Weymouth Golf Club will transfer from its own membership system only those personal details relevant to Golf Club membership such that a Club member may utilise this website effectively.

The details specified here will be used solely for the following purposes :-

- Communication between Members to facilitate the management of matches and competitions
- Communication between Members, Golf Club Board & Committee Members and Weymouth Golf Club staff to promote accessibility and enable the effective and smooth running of the club.
- Contact information may be passed to Weymouth Golf Club to enable them to maintain up to date contact information on their systems.

Cookies are used throughout this website for tracking session data, and this data is automatically discarded after you leave the website. Persistent cookies may also be used to remember specific personal selection preferences.



## **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 or visit our website, we will only use the information provided you have ticked the box and agreed for us to do so and also that you want to receive relevant information from Weymouth Golf Club.
- If you have previously agreed to us using your personal information to send you information on any our services, you may change your mind at any time by writing to or emailing us at [weymouthgolfclub@gmail.com](mailto:weymouthgolfclub@gmail.com)

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.

You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information held on you, please write to: Weymouth Golf Club, Links Road, Weymouth, DT4 0PF. Email – [weymouthgolfclub@gmail.com](mailto:weymouthgolfclub@gmail.com)

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.

We will only hold your personal information for the length of time stated within our Data Privacy Policy. Once the outlined length of time has elapsed your personal information will be destroyed/deleted.

## **Changes to this notice**

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

## **Contacting Us**

In the event of any query or complaint in connection with the information we hold about you, please email [weymouthgolfclub@gmail.com](mailto:weymouthgolfclub@gmail.com) or write to us at Weymouth Golf Club, Links Road, Weymouth, DT4 0PF.

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