

## Privacy Notice for Customers (GDPR Compliant)

The golf club is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. This privacy notice sets out, in line with GDPR, the types of data that we hold on you as a customer to the golf club. It also sets out how we use that information, how long we keep it for and other relevant information about your data.

### Data Controller Details

The golf club is a data controller, meaning that it determines the processes to be used when using your personal data. Our contact details are as follows: The General Manager, Rufford Park Golf & Country Club, Rufford Lane, Rufford, Nottinghamshire NG22 9DG. Tel 01623 825253 email: [enquiries@ruffordpark.co.uk](mailto:enquiries@ruffordpark.co.uk)

### Data Protection Principles

In relation to your personal data, we will:

- Process it fairly, lawfully and in a clear, transparent way
- Collect your data only for reasons that we find proper for the course of your engagement in ways that have been explained to you
- Only use it in the way that we have told you about
- Ensure it is correct and up to date
- Keep your data for only as long as we need it
- Process it in a way that ensures it will not be used for anything that you are not aware of or have consented to (as appropriate)

### Types of Data We Process

We hold many types of data about you, including:

- Your name and address including any contact emails and phone numbers
- Private bank details (where appropriate)
- Accident records
- Date of birth

### How We Collect Your Data

We collect data when you enrol as a member or book as a visitor to use our facilities. This is usually obtained by the completion of an application or booking form. Further information will be collected directly from you once your engagement begins, for example, your bank details.

Personal data may be kept in the golf clubs IT systems, but as far as is possible to do so, documents and information is anonymised.

### Why We Process Your Data

The law on data protection allows us to process your data for certain reasons only:

- In order to perform the contract that we are party to
- In order to carry out legally required duties
- In order for us to carry out our legitimate interests
- To protect your interests
- Where something is done in the public interest

- Where we have obtained your consent

All of the processing carried out by us falls into one of the permitted reasons. Generally, we will rely on the first three reasons set out above to process your data. For example, we need to collect your personal data in order to achieve a business need/requirement such as:

- Carry out the contract that we have entered into with you
- Ensure payments for golf club services are received
- Keep you up to date with relevant golf club information and events
- Enable us to confirm your reservation details and requirements

### **DBS Check**

There may be occasions where it is appropriate to obtain a DBS check from an individual. This could be a volunteer, club member or member of staff who is directly involved with young people at the golf club. The information provided will be kept confidential and for only as long as that individual is involved with young people at the golf club.

### **If You Do Not Provide Your Data To Us**

One of the reasons for processing your data is to allow us to carry out our duties in line with your contract with us. If you do not provide us with the data needed to do this, we will be unable to perform those duties, for example, confirm your booking with us and payments received, provide costings, inform you of changes to the golf clubs operations. We may also be prevented from confirming, or continuing with, your engagement with us.

### **Sharing Your Data**

Your data will be shared with other employees within the golf club where it is necessary for them to undertake their duties.

We do not share your data with bodies outside of the European Economic Area.

### **Protecting Your Data**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction or abuse. We have implemented processes to guard against such.

Where we share your data with third parties, we provide written instructions to them to ensure that your data is held securely and in line with GDPR requirements. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

### **How Long Do We Keep Your Data For**

In line with data protection principles, we only keep your data for as long as we need it, which will be at least for the duration of your engagement with us, though in some cases we will keep your data for a period after your engagement has ended. Retention periods may vary depending on why we need your data. Full details are available from the club Directors and General Manager.

### **Automated Decision Making**

No decision will be made about you solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

## **Your Rights In Relation To Your Data**

The law on data protection gives you certain rights in relation to the data we hold on you.

These are:

- The right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice
- The right to access. You have the right to access the data that we hold on you. To do so, you should make a subject access request
- The right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it
- The right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our system where you believe there is no reason for us to continue processing it
- The right to restrict the processing of data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured the data is correct
- The right to portability. You may transfer the data that we hold on you for your own purposes
- The right to object to the inclusion of information. You have the right to object to the way in which we use your data where we are using it for our legitimate interests
- The right to regulate any automated decision making and profiling of personal data. You have the right not to be subject to automated decision making in a way that adversely affects your legal rights

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the right explained above please contact the General Manager at Rufford Park Golf & Country Club.

### **Making a Complaint**

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.

### **Data Protection Officers**

The golf club's data protection officers can be contacted on 01623 825253 option 2, or you can email [enquiries@ruffordpark.co.uk](mailto:enquiries@ruffordpark.co.uk).

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