



# The Darlington Golf Club (Members) Ltd

Haughton Grange, Darlington, Co. Durham. DL1 3JD

Tel 01325 355324

email [office@darlington-gc.co.uk](mailto:office@darlington-gc.co.uk)

[www.darlington-gc.co.uk](http://www.darlington-gc.co.uk)

## Privacy Policy

The Darlington Golf Club (Members) Ltd holds and controls personal information about members and visitors. This policy explains what this information is, what we use it for and how we manage it.

The Club gathers information as follows:

	Club Members	Visitors, Events Participants
What information is collected?	Name, Address, Contact details, D.O.B. Golf Handicap and CDH no Gender Membership category Bank Account details	Name, Address, Contact details, D.O.B. Golf Handicap and CDH no, Home golf club name
Why/What is it for?	<p>To enable effective club and member management, eg subscription renewal, affiliation fees to Durham County Golf Union, voting, notices, on-line accounts for Handicap Master, Clubhouse Membership Card, BRS tee booking, Child protection obligations.</p> <p>Bank account details are used for setting up standing order instructions and taking membership fee payment instalments via BACS Payment Schemes Ltd, the company who run direct debit in the UK. Their Privacy Policy can be viewed at <a href="https://www.bacs.co.uk/pages/privacypolicy.aspx">https://www.bacs.co.uk/pages/privacypolicy.aspx</a></p> <p>Events may be filmed or photographed for promotional purposes.</p> <p>We may periodically send promotional emails about special offers, competitions, results or other information which we think you may find interesting using the email address which you have provided.</p> <p>From time to time, we may also use your information to contact you for market research purposes. We may contact you by email.</p>	<p>For managing event, organising tee-off times and recording results.</p> <p>Events may be filmed or photographed for promotional purposes.</p> <p>We may periodically send promotional emails about special offers, competitions, results or other information which we think you may find interesting using the email address which you have provided.</p> <p>From time to time, we may also use your information to contact you for market research purposes.</p> <p>We may contact you by email.</p>
When/How is it collected?	Contact details are collected when joining, by completion of paper application form Bank details are collected/amended at any time by completion of paper form Standing Order mandate	At time of entering competition via the entry process, either on-line or by submission of paper entry form.
How is it kept up to date?	Name and contact details can be updated on-line via a mobile app or by contacting the club office.	Not relevant.
How is it used?	Membership details are recorded on a bespoke database. The Darlington Golf Club (Members) Ltd will retain former member details for a maximum period of 1 year after all outstanding issues (eg outstanding bills) are cleared for that member.	Contact and golf details are recorded on a fully hosted cloud-based golf club management system provided by BRS. This system has the highest level of SSL certification (ie security) available. The Darlington Golf Club (Members) Ltd will retain this information for a maximum of 1 year following the competition/visit.
Who is it shared with?	Not shared	Not shared

## **CONTACT POLICY**

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

This is our simple customer contact promise:

We will never pass your personal details to any third party other than via Handicap Master and BRSGolf Ltd.

We will only use your details to help personalise communications.

We will make sure our contact with you is relevant based on the information you give us.

You can opt out at any time.

All you need to do is email [office@darlington-gc.co.uk](mailto:office@darlington-gc.co.uk) and notify us of your contact preferences and we will stop contacting you henceforth

We'll always comply with the Data Protection Act 1998 and GDPR.

Please do let us know if your details change so that we can continue to stay in touch.

### **Visitors to our Website**

On our website we use Google Analytics to collect anonymous information about how our site is performing. This is an industry standard product used by many websites.

Google's Privacy Policy can be viewed here

<https://www.google.com/intl/en/policies/privacy/#infocollect>

The information we receive from this service does not identify any individual. If you really don't want to allow Google Analytics to capture information about your visit to our web-site you can install an "add-on" to your web browser.

Details at

<https://support.google.com/analytics/answer/181881>

## **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 from you.

### **International transfers of your personal information**

We do not transfer your personal information to International third parties.

### **Personal Data Security and Confidentiality**

We maintain adequate technical and organisational security measures to protect your personal information from loss, misuse, and unauthorised access, disclosure, alteration, or destruction.

### **Access and Correction Rights**

You can request access to, and have the opportunity to update and amend

your personal information, and you can exercise any other rights you enjoy under applicable data protection laws, including, for example, objection to and blocking of the processing of your personal information, by contacting us. For security reasons, we reserve the right to take steps to authenticate your identity before providing access to your personal information.

### **Retention of data**

We will keep your personal information for as long as necessary for the purposes for which it was collected, to provide you with services and to conduct our legitimate business interests or where otherwise required by law.

### **Changes to the 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 available at the "Privacy Policy" link.

### **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, please inform us using the contact facility on our website.

Should you wish to do so further information can be obtained from the Information Commissioners Office at the ICO web site