



Brancepeth Castle Golf Club Ltd

Privacy Policy

This privacy notice explains how and why we collect personal information about our members, how we use it, and your rights in relation to it.

Contact details

Telephone: 01913780075

Email: enquiries@brancepeth-castle-golf.co.uk

Post: The Village, Brancepeth, County Durham, DH7 8EA, GB

What information we collect and store, and for how long

The personal information we collect is:

- That given to us by you on your membership application form, a blank copy of which is shown in appendix one. This includes name, date of birth, contact details, gender, occupation, CDH number, and data relating to your playing preference and reasons for joining the club. This information will be held for as long as you remain a club member.
- Your entries on the electronic booking system. The period that this data is accessible to us is determined by the software in use at the time.
- Your expenditure in the clubhouse using your membership discount scheme. The period that this data is accessible to us is determined by the software in use at the time.
- CCTV recorded in and around the clubhouse. This is deleted one month after recording, but excerpts may be saved and held for up to 15 years.
- Information you provide in emails or other written communications to the club, including those relating to complaints or disciplinary procedure. This information is held for up to 15 years.

Why we collect your personal information and how we use it

We only collect information for legitimate reasons with the purpose of ensuring that we provide all members with the benefits of membership. There are two principles that provide the “lawful basis” for us to collect and use your information. These are consent and legitimate interest.

Information collected by consent: on your membership application form you consented to us holding the information you gave on that form, and to sharing that information with third parties related to membership and participation in golf. All of your data protection rights

may apply, except the right to object. In particular, you have the right to withdraw your consent at any time.

We use this information to:

- Contact you with club updates, news and notices that are relevant to you
- Give you access to third party providers of services that are related to your membership and your participation in golf, such as BRS and England Golf. Only those data that are necessary for the third party to deliver their service are passed on.

Information collected for legitimate interests: this information is collected and used because benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

We may use this information to:

- Survey our members' use of the course and catering facilities to make best use of these facilities in the interests of the club and its members. Data, results and outcomes from such surveys are collated and anonymized.
- respond to, and communicate with, members regarding your questions, comments, support needs, complaints, and disciplinary procedures.

Security and sharing your personal information

The personal information that we collect is confidential. We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction. However, be aware that we cannot guarantee the security of unencrypted information you give to us over the internet.

We will only share your information with third parties strictly in accordance with this policy, and with:

- Organisations with whom we are legally obliged to share personal information.
- Organisations with whom we need to share information for safeguarding reasons
- Professional or legal advisors

Your data protection rights

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- Your right to erasure - You have the right to ask us to delete your personal information.

- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.
- Your right to object to processing - You have the right to object to the processing of your personal data.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you have concerns about your personal information, or if you want to make a data protection rights request, please contact us using the contact details at the top of this privacy notice. If you make a Data Rights Protection request, please make this clear in writing, so that we can fulfill our obligation to respond to you without undue delay and in any event within one month.

You also have the right to take any complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

Tel: 0303 123 1113

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow,

Cheshire

SK9 5AF

Appendix One: Blank application form



Membership-application-form-New.pdf

Last policy update 5th January 2025