

Fulwell Privacy Notice for Golf Bookings

How we use your personal data

We may collect the following personal data from you:

- Name and contact details (address, email and phone number)
- Payment details from credit/debit cards for visitor bookings

We use this to complete a golf tee time reservation and contact you to manage the booking when required. The club also uses booking records to provide internal club usage statistics.

Who has access to your data

Access to your personal data is limited to Fulwell office and Pro Shop staff, and BRSGolf staff (for the purposes of technical support). Your payment details are encrypted and kept secure by SAGEPAY who are PCI DSS Level 1 compliant – the highest level of card data security available.

We will not share your details with third parties for marketing purposes except with your express consent.

Data retention

We retain booking records for internal statistical purposes. If you would like us to remove any personally identifiable elements from your booking please email teetimes@fulwellgolfclub.co.uk. Notwithstanding this, in certain cases, we may need to retain your data to satisfy legal, accounting, or reporting requirements.

Your rights

You are able to exercise certain rights in relation to your personal data that we process. These are set out in more detail at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it. We will, in most cases, reply within one month of the date of the request unless your request is complex or you have made a large number of requests in which case we will notify you of any delay and will in any event reply within 3 months. If you wish to make a Subject Access Request, please send the request to The Secretary, Fulwell Golf Club, Wellington Road, Hampton Hill, Middlesex, TW12 1JY or email secretary@fulwellgolfclub.co.uk

Complaints

We are committed to protecting your personal data but if for some reason you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

CCTV

For the purposes of security, safety, and crime prevention, this site is monitored by CCTV cameras with audio recording on internal cameras.

- Visual and audio recordings (internal) are in operation 24/7.
- Recordings may be used for security investigations, staff safety, and compliance monitoring.
- All data is handled in accordance with relevant privacy laws and regulations.

By entering these premises, you consent to video and audio recording.