

Privacy Notice

Thorpe Hall Golf Club are committed to protecting your personal information. This privacy notice explains how we collect, use, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

As a Data Controller we are registered with the Information Commissioner's Office no. Z788669X

Information We Collect

We will collect and process the following personal information about you:

- Contact Information: Your name, address, email address, and phone number.
- Membership Details: Information about your membership type, membership number, and payment information.
- Usage Information: Details about your visits to Thorpe Hall Golf Club, including attendance at events, bookings, and usage of facilities.
- Communication Preferences: Your preferences regarding marketing communications and club updates.

How We Use Your Information

We use your personal information for the following purposes:

- To manage your membership and provide you with all club services.
- To process payments and manage billing related to your membership.
- To communicate with you about your membership, upcoming events, and important club information.
- To send you marketing communications
- To improve our services and facilities based on your feedback and usage data.

Our Legal Basis for Processing

We will only process your personal information where we have a legal basis to do so, including:

- The necessity of processing for the performance of a contract (such as your membership agreement).
- Your consent (where given).
- Compliance with legal obligations.
- Our legitimate interests (for example, to enhance our services) provided these do not override your rights.
- Vital interests (for example, in the case of a medical emergency).

Sharing Your Information

We may share your information with third parties in the following situations:

- With service providers who assist us in operating Thorpe Hall Golf Club and providing services to you, such as payment processors or ClubV1.
- When required by law or to comply with legal obligations.
- In connection with a merger, acquisition, or sale of all or a portion of our assets.

International Transfers of data

We do not transfer any personal information outside of the UK.

Your Rights

You have the following rights regarding your personal information:

- The right to access your personal data.
- The right to request correction of any inaccurate data.
- The right to request deletion of your personal data.
- The right to restrict or object to processing.
- The right to data portability.

All these rights are normally free of charge, unless deemed excessive. To exercise these rights, please contact us using the details below.

How Long Will We Keep Your Data?

We will retain your personal information only for as long as necessary to fulfil the purposes we collected it for, including for legal, accounting, or reporting requirements. All data is kept in line with our Data Retention Policy and Schedule.

Security of Your Information

We implement appropriate technical and organizational measures to protect it from unauthorised access, use, or disclosure. This includes training for staff and Board members and strict access control policies.

Changes to This Privacy Notice

We may update this privacy notice from time to time. We will notify you of any changes by posting the new privacy notice on our website.

Contact Us

If you have any questions or concerns about this privacy notice or our data practices, please contact us on admin@thorpehallgc.co.uk

Complaints

If you wish to make a complaint please contact the address above, or alternatively you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.