

Privacy Notice – Golf Centre, Cannington

The Golf Centre is committed to the data security and the fair and transparent processing of personal data. This privacy notice for students sets out how we will treat your personal data which you provide us in compliance with the UK General Data Protection Regulation (UK GDPR).

We are the data controller of the personal information about you. We are: Bridgwater & Taunton College. Our address is: Bath Road, Bridgwater, Somerset TA6 4PZ and is registered with the Information Commissions Office (ICO) Registration Number Z4677243.

Our Data Protection Officer is Emma Kilner. If you have any questions about this policy or the ways in which we use your personal information, please contact our [Data Protection Officer](#)

Personal data we hold on you

You may provide us with your personal information or we obtain details about you such as:

- Personal contact details that allow us to contact you directly such as name, title, email addresses and telephone numbers
- Date of birth
- Gender
- Membership start and end date
- Any credit card/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you
- Your marketing references so that we know whether and how we should contact you
- Identification documents

How we collect and use your data

We collect personal information about our members when you apply to become a member of the club, make a query or when you correspond with us through phone, email or in some other way.

Our lawful basis for using this data

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Personal information	Personal information used	Lawful basis
To administer any membership you have with us and managing our relationship with you, including dealing with payments and any support, service or product enquiries	All contact and membership details, transaction and payment information, records of your interactions with us, and marketing preferences.	This necessary to enable us to properly manage and administer your membership contract with us.
To send you marketing information related to the Golf Centre including newsletters, events or products	Contact details and marketing preferences.	Where you have given us your expressed consent to do so. Need for consent for any direct marketing that is not including as part of any membership package.

To answer your queries or complaints	Contact details and records of your interactions with us	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your membership.
Retention of records	All the personal information we collect.	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage your membership and run our club and in some case we may have legal or regulatory obligations to retain records.
To conduct data analytics studies to better understand event attendance	Membership & Handicap Details	We have a legitimate interest to create, modify or cancel competitions. Information is used to help improve our provision of club competitions.
For the purposes of promoting the club, our events and membership packages.	Images in video and/or photographic form.	Where you have given us your explicit consent to do so. Best practice would be to obtain consents where you intend to use any images or footage of members in any promotional campaigns, particularly where there are children involved.
To use information about your physical or mental health (including any injuries) or disability status, to ensure your health and safety and to assess your fitness to participate in any events or activities we host and to provide appropriate adjustments to our sports facilities.	Health and medical information	We have a legitimate interest in your Health & Safety and will use this information to provide appropriate measures.

Direct marketing

Email and post marketing: from time to time, we may contact you by email or post with information about products and services we believe you may be interested in. We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by emailing us at golfclub@btc.ac.uk

You can also unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

How we store and how long we keep your personal information

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements.

Generally, where there is no legal requirement we retain all physical and electronic records for a period of 7 years after your last contact with us or the end of your membership.

Exceptions to this rule are:

- CCTV records which are held for no more than 21 days unless we need to preserve the records for the purpose of prevention and detection of crime;
- Details regarding unsuccessful membership applicants where we hold records for a period of not more than 12 months;
- Information that may be relevant to personal injury or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after the event.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

How we share your personal data

We share personal information with the following parties:

- Any party approved by you
- To any governing bodies or regional bodies for the sports covered by our club: to allow them to properly administer the sports on a local, regional and national level
- Our Commercial Partners: for the purposes of providing you with information on any tickets, special offers, opportunities, products and services and other commercial benefits provided by our commercial affiliates
- The Government or our regulators: where we are required to do so by law or to assist with their investigations or initiatives
- Police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security

Your rights

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider; and
- the right to object to certain automated decision-making processes using your personal information.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by email on golfclub@btc.ac.uk.

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.