

# PACHESHAM GOLF CENTRE

# PRIVACY POLICY

MAY 2018

## How We Collect Information

We obtain information about you in a number of ways when you use our website, for example, when you contact us via our contact form, sign up to our Range Members Card or register to receive emails from us.

## The Type of Information, that is collected

- Account Information: If you make an online payment, or register for a Range Members Card, the personal information we collect might include name, address, mobile number and or email.
- Transactional information: If you make purchase with us, you may be redirected to a third party payment processor, who specialises in secure online processing of credit/debit card transactions.
- Other information you provide to us: such as in online forms or competitions.
- Online usage information: When you visit or browse our website, information about your that visit.

Most websites you visit will use cookies in order to track the performance and visits to a site in order to make improvements for the user. Our website [www.fetchamresidents.co.uk](http://www.fetchamresidents.co.uk) may from time to time use cookies to monitor its usage. These cookies however do not store any personal information about you or your computer. In the same way our site may also make use of Google Analytics for online visitor tracking, you can read more about Google's own privacy policy at: <https://policies.google.com/privacy>.

## What We Do with the information we gather

We will only use your personal information for legitimate business purposes to administer your Range Members account or to provide the services you have requested from us.

These will include some or all of the following:

- To provide you with the, information, customer service, products and services that you request from us.
- To send you service messages by text or email, in response to your requests.
- To manage your Range Members account including sending replacement lost or stolen cards.
- To administer any promotion or competition that you enter via our website.
- To verify you are aged 16 or over
- When you consent and opt in, to provide you with information about goods and services by email.

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard. You do not have to give us any of your personal information, however we would be unable to safeguard your range account if you gave us limited or incorrect information and you are unlikely to receive our full customer experience if we are unable to correctly identify or communicate with you.

We will not share your information for marketing purposes with third party companies.

## **Marketing**

If you have given us consent, we'll send you marketing messages by email with interesting information about our latest news, products, exclusive offers and events. Customers who consent to receiving marketing emails will always have the option to 'unsubscribe' at any time via a link at the bottom of every email they receive.

Online customers enquiries are NOT automatically added to any marketing database and will not be sent unsolicited email marketing without first being asked if they would like to 'opt in' to receive marketing material.

### **Testimonials**

If you give us feedback, we may use it to improve our services and we may wish to publish it on or offline to promote our business and our services. We will however always ask for your consent before we publish it.

## **Keeping your information**

We'll hold on to your information for as long as you have a Range Members Card with us, or as long as is needed to be able to provide the services to you that you have requested. If reasonably necessary or required to meet legal or regulatory requirements we may also keep hold of some of your information as required, even after you have closed your Range Members account or it is no longer needed to provide the services to you. Please note Range Members Card Accounts will automatically close at the end of each financial year if they have been inactive for more than 6 months at that date. Where upon any unused credit will be lost. Equally credit is untransferable and has no cash value.

## **Controlling your personal Information**

We want to make sure that your personal information is accurate and up to date. If you wish to delete or make changes to your personal details, you can do so at any time.

We request your consent to agree to receive marketing emails. If you consent but decide you would like to subsequently delete or make changes to your personal details, you can do so. You can also 'unsubscribe' at any time by following the link in our emails.

You have the right under data protection law to access information held about you and you can do so by contacting us at [enquiries@pacheshamgolf.co.uk](mailto:enquiries@pacheshamgolf.co.uk).

## **Your rights**

Your rights relating to your personal information:

- The right to be informed about how your personal information is being used (like this privacy notice).
- The right to request access to the personal information held about you.
- The right to rectify inaccurate or incomplete personal data.
- The right to request that we delete your data.
- The right to withdraw consent and stop direct marketing messages.
- The right to complain to your data protection regulator — in the UK, the Information Commissioner's Office.

## **Sharing your information**

We will endeavour to keep your details safe and will never sell your data on to any third parties. However, we do share data with the following categories of companies as an essential part of being able to provide our services to you, as set out in this statement:

- Payment service providers, whom we partner to process your purchases.
- Professional service providers, such as mail chimp, and our website hosts who provide the platforms from which we deliver our information sources.
- Additional companies whom we both partner, approved by you, such as social media sites.

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website [www.pacheshamgolf.co.uk](http://www.pacheshamgolf.co.uk). We therefore encourage you to read the privacy statements on any other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access those using links from our website.

## **Children**

We aim to protect the privacy of children aged 16 or under. If you are aged 16 or under, please ask your parent or guardian's permission before you provide us with personal information.

## **Changes to our privacy policy**

From time to time we may change our privacy policy to reflect how we are processing your data. We will always update the privacy policy on our website, so please try to read it when you visit the website. This privacy policy was last updated in May 2018.

## **Contact Us**

If you have any other questions relating to your privacy with Pachesham Golf Centre, please contact [enquiries@pacheshamgolf.co.uk](mailto:enquiries@pacheshamgolf.co.uk) or call 01372 843453.  
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