



HURLSTON HALL
GOLF SPA DINE

Privacy Policy

Policy Information

Organisation	<p>This document refers to Hurlston Hall Golf & Country Club, of Hurlston Lane, Scarisbrick, Lancashire, L40 8HB.</p> <p>This policy refers to the following companies:</p> <ul style="list-style-type: none">• Hurlston Hall Trading Limited• Hurlston Hall Sport & Leisure Limited• Hurlston Hall Clubhouse Limited <p>The Data Controller is defined as The General Manager.</p>
Scope of the Policy	<p>This policy relates only to the Organisation as previously defined and within that organisation, the Employees (including any seasonal or other temporary Employees working for the Organisation, whether paid or not i.e. volunteers), any Directors of the Organisation and any Members of the Organisation.</p>
Policy Operational Date	March 2024
Policy Prepared By	Martin Robinson, General Manager.
Policy Review Date	February 2025

Purpose of the Policy

This privacy policy applies to the general operation of Hurlston Hall Golf & Country Club and to the processing of personal information by Hurlston Hall Golf & Country Club as contemplated in this privacy policy. Any reference to “you” or “your” means you, the member, employee or visitor to the club or user of our website.

Hurlston Hall Golf & Country Club respects your privacy and is committed to protecting the personal information you share with us. This statement describes how we collect and use your personal information that we may collect about you from our communications with you.

Data Protection Laws

The club is conscious of our legal responsibilities and we support the principles of data protection reflected in the General data protection regulations. We shall endeavour to ensure that the personal information we obtain and use will always be held, used, transferred and otherwise processed lawfully.

Policy Statement

Hurlston Hall Golf & Country Club will:

- comply with both the law and good practice.
- respect individuals’ rights.
- be open and honest with individuals whose data is held.
- provide training and support for staff and volunteers who handle personal data, so that they can act confidently and consistently.

Hurlston Hall Golf & Country Club recognises that its first priority under GDPR (General Data Protection Regulations) is to avoid causing harm to individuals. In the main this means:

- keeping information securely in the right hands, and
- holding good quality information.

Secondly, the Policy aims to ensure that the legitimate concerns of individuals about the ways in which their data may be used are taken into account. In addition to being open and transparent, Hurlston Hall Golf & Country Club will seek to give individuals as much choice as is possible and reasonable over what data is held and how it is used.

What information we collect about you?

We collect only the information required from you to be able to fulfil our contractual obligations which includes being able to contact you to be able to send you details about your booking.

Alternatively, as a member, subscription renewal notice, AGM notices and to administrate competitions at the club.

We may as a result of your interaction with our website and our communications with you hold and process personal information obtained about you. The types of personal information we collect may include:

- your name
- your phone number
- your email address
- your address
- your bank details
- Your DOB

What we do with your personal information?

When you join as a member, enter into a visitor booking, open competition or sign up to our newsletter we may share your information with external and internal data processors including,

- Intelligent Golf (Membership, Tee Booking and Till Systems)
- England Golf (Handicap System)
- Klaviyo (Newsletters)
- Enquirybot & Wix (Website enquiries)
- Resdiary (Restaurant bookings)
- Your Golf Booking (Driving range booking)
- Amtech (Driving range loyalty cards)
- Foremost Golf (Golf retail account & golf lessons)

In order to administrate our services to you. Your personal data is controlled internally by the clubs Data Controller who adheres to the clubs internal data protection policies and procedures.

The personal information that you provide will be available to Hurlston Hall Golf & Country Club, our affiliated companies and trusted third party service providers and contractors for the following purposes:

- to process enquiries received via the clubs website.
- to register you for and send you newsletters relevant to your visit.
- to provide you with information about products and services that we deem may be of interest to you from ourselves.
- any other purpose indicated at the time you voluntarily provide your personal information.

How long do we keep your information?

We keep information on you as long as our contractual obligations with you remain in place. We also take into account our need to meet any legal, statutory and regulatory obligations. These reasons

can vary from one piece of information to the next. In all cases our need to use your personal information will be reassessed on a regular basis and information that is no longer needed will be disposed of.

You may however have 'opted-in' to allow us to continue to hold your data for longer. You will be able to 'opt-out' of these situations at any time.

Other websites

There may be links from our website to other websites. This privacy policy only applies to <https://www.hurlstonhall.co.uk>. We do not control those third party websites or any of the content they contain and you expressly acknowledge and agree that we are in no way responsible or liable for any of those third party websites, including, without limitation, the content, policies, failures, promotions, products, services or actions of those websites and/or any damages, losses, failures or problems caused by, related to or arising from those websites. We encourage you to review all policies, rules, terms and regulations, including the privacy policies, of each website that you visit.

Marketing

You may have opted in for us to be able to correspond with you regarding our activities including events, competitions, course updates by way of post, telephone, email or SMS. We do not share your data with external marketing companies who would contact you this way. If you have consented to this correspondence you can opt out at any time.

The Data Controller is the General Manager who can be contacted at info@hurlstonhall.co.uk or in writing to; Hurlston Hall Golf & Country Club, Hurlston Lane, Scarisbrick, Lancashire, L40 8HB.

Protecting Your Debit/Credit Card Information

The debit or credit card information provided by you to Hurlston Hall Golf & Country Club will be stored in a confidential manner. Our employees may access such information only when there is an appropriate business reason to do so, such as when a refund must be issued back to the debit or credit card. We maintain physical, electronic and procedural safeguards to protect your information, and our employees are required to follow these privacy standards.

Use of CCTV

The use of CCTV around the estate has been considered and is required for the purposes or prevention and detection of crime, ascertaining damage to property and for protecting the safety of members and visitors. It will not be used for any other purposes and its use will be reviewed annually.

Images will be retained for a period no longer than 30 days and then disposed of, unless required for the purposes named above. Images from the CCTV are securely stored and only a limited number of authorised persons have access to them. The recorded images are only retained long enough for any incident to come to light, which can then be investigated.

With the exception of law enforcement bodies in the instance of crime, or insurance companies in the instance of damage to property, images will not be provided to third parties.

Cameras have only been positioned to only capture images of persons visiting the premises and there is a designated person responsible for the system. This person is the Golf & Clubhouse Manager who can be contacted at info@hurlstonhall.co.uk or in writing to; Hurlston Hall Golf & Country Club, Hurlston Lane, Scarisbrick, Lancashire, L40 8HB.

Changes to our privacy policy

We keep our privacy policy under regular review and will place any updates on the club website. This privacy policy was last updated in February 2024.

We reserve the right, at our sole discretion, to modify, add or remove sections of this privacy policy at any time and any changes will be notified to you using the email address you have given us or by an announcement on the webpage available at the "Privacy Policy" link.

Privacy Queries

If you have any questions regarding this policy, or you wish to update your details or remove your personal data from our records, please contact us.

How to contact us:

If you need further information please email us at info@hurlstonhall.co.uk or write to us at Hurlston Hall Golf & Country Club, Hurlston Lane, Scarisbrick, Lancashire, L40 8HB.

International transfers of your personal information

We do not transfer your personal information to International third parties.

Personal Data Security and Confidentiality

We maintain adequate technical and organisational security measures to protect your personal information from loss, misuse, and unauthorised access, disclosure, alteration, or destruction.

Access and Correction Rights

You can request access to, and have the opportunity to update and amend your personal information, and you can exercise any other rights you enjoy under applicable data protection laws, including, for example, objection to and blocking of the processing of your personal information, by contacting us – For security reasons, we reserve the right to take steps to authenticate your identity before providing access to your personal information. Subject to applicable law, we may charge you a small fee to access your data.

Retention of data

We will keep your personal information for as long as necessary for the purposes for which it was collected, to provide you with services and to conduct our legitimate business interests or where otherwise required by law.

Individual Rights

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email the club at info@hurlstonhall.co.uk or write to the Data Controller at the club. This information will be provided to you in a machine readable commonly used format such as Microsoft Word or Excel. We want to make sure that your personal information is accurate and up to date you may ask us to correct or erase information that you think is inaccurate. At the time of collecting data you have the right to object to the club holding certain information about you.

