Generated privacy notice - general business

Alva Golf Club customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- How to complain

Contact details

Post

Alva Golf Club, Beauclerc Street, , ALVA, Clackmannanshire, FK12 5LD, GB

Telephone

01259 760431

Email

admin@alvagolfclub.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)

- Account information
- Photographs or video recordings
- Records of meetings and decisions

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Account information
- Purchase or service history
- Video recordings of public areas
- Witness statements and contact details
- Customer or client accounts and records
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions

which means you may not receive all the information you ask for. Read more about the right of access.

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
    - Why we collect and use your personal information We collect and process certain personal information as part of your application to join the golf club in order to manage the safe, fair, and effective operation of the club. This includes information such as your name,

contact details, date of birth, handicap information, and relevant membership history. Processing this information is legitimate and necessary because it enables us to: Assess eligibility for membership and ensure applications are handled fairly and consistently Maintain accurate membership records and communicate with members about club activities, bookings, competitions, and important updates Administer handicaps, competitions, and tee bookings correctly Protect the safety and security of members, guests, and staff Meet our legal, regulatory, and insurance obligations These activities benefit both the club and its members by ensuring smooth day-to-day operations, fair access to facilities, and a safe, well-run environment for everyone. Balancing benefits and individual rights We carefully consider the impact of processing personal information on applicants and members. The information we collect is limited to what is relevant and necessary for the purposes above, and we do not use it in ways that people would not reasonably expect when applying for membership. The benefits of processing this information—such as efficient club management, fair competition administration, member safety, and effective communication—outweigh any potential risks, particularly because: We apply appropriate security measures to protect personal data Access to information is restricted to authorised individuals only We do not sell personal data or use it for unrelated purposes Individuals have the right to access, correct, or object to the use of their information where appropriate We are therefore confident that our legitimate interests do not override the rights or freedoms of applicants or members, and we aim to handle all personal information in a transparent, respectful, and responsible manner.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
    - Why we collect and use your personal information We collect and process certain personal information as part of your application to

join the golf club in order to manage the safe, fair, and effective operation of the club. This includes information such as your name, contact details, date of birth, handicap information, and relevant membership history. Processing this information is legitimate and necessary because it enables us to: Assess eligibility for membership and ensure applications are handled fairly and consistently Maintain accurate membership records and communicate with members about club activities, bookings, competitions, and important updates Administer handicaps, competitions, and tee bookings correctly Protect the safety and security of members, guests, and staff Meet our legal, regulatory, and insurance obligations These activities benefit both the club and its members by ensuring smooth day-to-day operations, fair access to facilities, and a safe, well-run environment for everyone. Balancing benefits and individual rights We carefully consider the impact of processing personal information on applicants and members. The information we collect is limited to what is relevant and necessary for the purposes above, and we do not use it in ways that people would not reasonably expect when applying for membership. The benefits of processing this information—such as efficient club management, fair competition administration, member safety, and effective communication—outweigh any potential risks, particularly because: We apply appropriate security measures to protect personal data Access to information is restricted to authorised individuals only We do not sell personal data or use it for unrelated purposes Individuals have the right to access, correct, or object to the use of their information where appropriate We are therefore confident that our legitimate interests do not override the rights or freedoms of applicants or members, and we aim to handle all personal information in a transparent, respectful, and responsible manner.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- Why we collect and use your personal information We collect and process certain personal information as part of your application to join the golf club in order to manage the safe, fair, and effective operation of the club. This includes information such as your name, contact details, date of birth, handicap information, and relevant membership history. Processing this information is legitimate and necessary because it enables us to: Assess eligibility for membership and ensure applications are handled fairly and consistently Maintain accurate membership records and communicate with members about club activities, bookings, competitions, and important updates Administer handicaps, competitions, and tee bookings correctly Protect the safety and security of members, guests, and staff Meet our legal, regulatory, and insurance obligations These activities benefit both the club and its members by ensuring smooth day-to-day operations, fair access to facilities, and a safe, well-run environment for everyone. Balancing benefits and individual rights We carefully consider the impact of processing personal information on applicants and members. The information we collect is limited to what is relevant and necessary for the purposes above, and we do not use it in ways that people would not reasonably expect when applying for membership. The benefits of processing this information—such as efficient club management, fair competition administration, member safety, and effective communication—outweigh any potential risks, particularly because: We apply appropriate security measures to protect personal data Access to information is restricted to authorised individuals only We do not sell personal data or use it for unrelated purposes Individuals have the right to access, correct, or object to the use of their information where appropriate We are therefore confident that our legitimate interests do not override the rights or freedoms of applicants or members, and we aim to handle all personal information in a transparent, respectful, and responsible manner.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you
- CCTV footage or other recordings

How long we keep information

Information will be kept throughout the time that individual remains a member. If an individual cancels their membership, information will be kept for a maximum of 3 years.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

Last updated

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