



Bush Hill Park Golf Club Privacy Policy

Adopted by the Management Committee on 26 March 2018

If you have joined the club, played the course, attended an event or asked to receive our e-newsletter, we may hold certain types of information about you. Our Privacy Policy gives you information about when, why and how we collect and use your data, and how we keep it secure. You can also change the information we hold, such as your preference for how we contact you.

We will make every effort to protect your data and make it accessible to you.

The information we hold helps us to provide services to members and visitors to the Club - such as mailing our newsletters, letting you know about future events and club news and services related to events you may have booked to attend in the future. It also helps us keep track of things like how long you have been a member, what events you have attended etc. Together these records make sure we can manage your membership and visit professionally and deliver your member benefits and associated customer services as well as improving our services in the future.

About us

Bush Hill Park Golf Club is a private members golf club structured as Bush Hill Park Golf Club and Bush Hill Park Golf Club Limited (by guarantee), registered in England no 00153637, registered office Bush Hill Park Golf Club, Winchmore Hill, London, N21 2BU. Bush Hill Park Golf Club and Bush Hill Park Limited are linked by way of a Memorandum and Articles of Association with each member of the Club also a member of the Company.

What information we collect

We collect your information when you contact us or respond to communication from us. For example, when you become a member, book a place on an event, make purchases at the club; whether via our website, by email, post or on the telephone. We may vary the information we hold on you, if, for example, you notify us of a change of address. Non-members may choose to sign-up to receive our e-newsletter or follow us on social media.

We collect data such as prefix (e.g. Mr, Ms or Mrs), name, address, email address, phone number, age ranges and data you may have provided specific to the service you have requested, e.g. dietary requirements for certain events.

We may add information that is publicly available. This might be something that appears in the media or in public records.

We will occasionally cleanse our data files, to update them or make corrections, as information becomes available.

In addition, if you follow us on Facebook, Twitter, Instagram or any other social media and messaging services, then you may be allowing us access to information from your accounts on those services. To manage what information might be accessible to us you can adjust your settings and privacy policies on each platform.

Why we collect your information and how we use it

We collect the information described above: to provide you with the services you have requested – e.g. to manage your membership or event booking. We will also use the information to let you know about other relevant services the Club provides or does, for example, events, publications, campaigns.

Examples of how we use your data:

- To process new memberships and renewals
- To process event bookings and administration
- To notify you of a change to a service you have booked – e.g. if the details of an event change
- To process purchases
- To contact you with information about the service you have requested from us – eg event confirmation and joining details, renewal reminders, e-newsletter or if we need other information from you, for example in relation to an event
- To help us in the administration of the Club and to provide services both to our members and to other people who engage with us
- To provide you with updates about events, news and marketing activities.

We will also use the information to let you know about other things the Club provides or does, for example, events, publications, campaigns. We might also contact you if we need other information from you, or to notify you of a change to a service you have booked – e.g. if the details of an event change.

Marketing and other organisations

We will not share your data with any other organisations for marketing purposes unless we have your consent.

We will share your information with organisations who provide some of the services we offer – for example, the bank that processes our financial transactions with you and the company that manages our secure database. The organisations that provide these services meet high data security standards and will not use your data for anything other than the clear purposes of the service they are providing.

We are not responsible for the privacy protocols of other websites, even if you access them via links from our communications. We strongly suggest that you check the policy of each website you visit.

We work with our suppliers and make strenuous efforts to keep your information secure, but since no data transmission over the internet is 100% secure, please note that you provide the information at your own risk.

Storing and Protecting Your Data

We are committed to protecting the personal information you share with us. We have robust technology and processes in place to ensure your information is protected from unauthorised access and improper use. Our service providers are also required to have robust security in place.

We will keep your data only for as long as is reasonable. We may therefore ask you to give or renew your consent from time to time.

If you ask us to stop sending marketing communications to you, we will keep the minimum amount of information (e.g. name, address or email address) to ensure we fulfil your request.

You can contact us by phone, email, or in writing; contact details below. Please note, proof of identity may be required.

You can change your contact preferences at any time by contacting us at: enquiries@bhpgc.com or calling 020 3146 9890.

If you have any requests or queries please send a description of the information you would like to see, amend or remove to:

Email: enquiries@bhpgc.com

Post: Bush Hill Park Golf Club, Bush Hill, Winchmore Hill, LONDON, N21 2BU.

You have the right to lodge a complaint with the Information Commissioner's Office – www.ico.org.uk

Changes to the Privacy Policy and Further Information

This policy was posted on 8 March 2018. It may be updated to take into account changes to our business practices or to reflect changes to regulation or legislation.

Further information on data protection regulations and laws can be found at:

- Data Protection: <https://ico.org.uk/for-the-public>