

Privacy Policy

Last updated March 2021

Your information will be held by Teign valley Golf Club, East Dartmoor Park.

How we use your personal information

This privacy notice is to let you know how Teign valley Golf Club promises to look after your personal information.

This applies to

- members of Teign valley Golf Club
- visitors to Teign valley Golf Club for sports, business or pleasure
- customers of The Orchard Restaurant and East Dartmoor Park Hotel

Our privacy notice covers

- what you tell us about yourself
- what we learn by having you as a customer
- choices you give us about what marketing you want us to send you.

This notice explains how we do this and tells you about your privacy rights and how the law protects you.

Our Privacy Promise

We promise:

- To keep your data safe and private
- Not to sell or share your data
- To give you ways to manage and review your marketing choices at any time

Who we are

Teign valley Golf Club, which includes the brand names East Dartmoor Park and The Orchard Restaurant.

How the law protects you

As well as our Privacy Promise, your privacy is protected by law. This section explains how that works.

We are allowed to use personal information only if we have a lawful reason to do so as stated below.

To fulfil a contract we have with you

When it is in our legitimate interest

When you consent to it

To comply with a legal obligation

To protect the vital interests of a data subject

This refers to when we have a business or commercial reason to use your information such as:

Information about your membership at the Club

Information about bookings, appointments or business you have with the Club

To manage our relationship with you or your business

For members of Teign valley Golf Club we will use your information to contact you to promote events, products and services as standard, along with operational updates about the Club and your membership.

For non-members Teign valley Golf Club, with your consent we will also use your information as follows:

To promote events, products and services

To find new ways to meet our customers' needs and to develop our business

For non members and members we will require your consent to be included in the following:

Photographs and video taken at the Club for marketing purposes, where you are the main subject matter, plus sports news and at events

Event, sports or news write ups that feature your name – please state at the time of the event if you do not wish your name to be included.

Please contact us after or at the time, if you object to appearing in the background of a photograph or video.

Where we collect personal information from

We may collect personal information about you (or your business) from the following sources:

When you join as a member of the Club

When you talk to us on the phone or in the Club

When you use our website and mobile device app

In emails and letters

In customer surveys

If you take part in our competitions or promotions

In photography and video for marketing and PR purposes

Data we collect when you use our services, such as

Payment and transaction data

Profile and usage data.

This includes the profile you create to identify yourself when you connect to our internet, mobile and telephone services. It also includes other data about how you use those services. We gather this data from devices you use to connect to those services, such as computers and mobile phones, using cookies and other internet tracking software.

CCTV cameras and audio installed in the Club and car park.

Social networks

Who we share your personal information with

We promise to never share your information with any other companies who may use it for marketing purposes.

We may be required to share your information with an external organisation for legal purposes.

We use an external third party for our website contact form emails, Customer Relationship Management software, marketing email and Members Area and App. We share your personal data with them in order that we can carry out certain functions, such as our membership and customer database, sales, communicating about bookings, processing orders and to assisting with the general running of the Club. Whilst the website contact form party is based outside of the European Economic Area, they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. We may also share your personal data with third party website agencies where this is necessary for us to carry out our obligations to you. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

If you choose not to give personal information

We may need to collect personal information in order to carry out a contract we have with you as a member of the Club or a customer.

If you choose not to give us this personal information, it may delay or prevent us from meeting our obligations. It could mean that we cancel membership, or business transaction you have with us if we cannot continue without that personal information.

Any optional data collection will be clear and specific.

Marketing

For Club members, we will use your information to send you relevant details of products, events, offers and service via email and SMS. Members can unsubscribe from this at any time, however in doing so may subsequently miss information relevant to your membership.

The personal information we have for you is made up of what you tell us, and data we collect when you use our services, or from third parties we work with.

Photography and video may take place in the Club at any given time. If you are a prime subject in the photography or video, you will be asked to complete an Image Consent Form in order for us to be able to use your image. We will always make it clear photographs or video are being taken as it may be possible that you are within shot but not the prime subject of the shot, or unidentifiable. If you object to this, you will be able to remove yourself from the shot or request that it is not saved or used.

For non members, we can only use your personal information to send you marketing messages if we have either:

- your consent
- ‘legitimate interest’, that is when we have a business or commercial reason to use your information

How long we keep your personal information

We will keep your personal information for as long as you are a member or customer of Teign valley Golf Club

After you stop being a member or customer, we may keep your data for up to 10 years for one of these reasons:

To respond to any questions or complaints.

To show that we treated you fairly.

To maintain records according to rules that apply to us.

We may be required to keep your personal information for longer than 10 years for legal, regulatory or technical reasons. We may also keep it for statistical information regarding performance, in this instance your privacy will be protected and only used for those purposes.

How to get a copy of your personal information

You can access your personal information we hold by writing to us at this address: Teign valley Golf Club, East Dartmoor Park, Christow, Devon, EX6 7PA

Letting us know if your personal information is incorrect

You have the right to question any data we have about you and we will correct this when informed by you.

What if you want us to stop using your personal information?

You may request the following at any time:

- that we do not continue to use your personal information under the ‘right to object’
- that we delete your information under the ‘right to erasure’
- that stop using your information and delete it under the ‘right to be forgotten’

We may have to continue to use or keep your data for the following reasons, however please inform us if you think we should not be:

- legal claims and legal rights, may require we maintain the data but with restrictions

You can ask us to restrict use of data if it is inaccurate, if it has been used unlawfully but you do not want us to delete it, it is irrelevant but needs maintaining for legal reasons.

There may be legal or other official reasons why we need to keep or use your data. But please tell us if you think that we should not be using it.

We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

How to withdraw your consent

When you are a member or non member of the Club, you can withdraw your consent at any time by contacting us.

If you withdraw your consent, we may not be able to provide certain products or services to you but will advise you of this accordingly.