



## **3 Hammers Golf Complex & Golf Academy** **Privacy Policy**

### **1. Background**

1.1 We are committed to safeguarding the privacy of our customers; this policy sets out how we will treat your personal information.

### **2. What information do we collect about you?**

2.1 As a customer of 3 Hammers we only collect the information required from you to be able to fulfil our obligations, which includes being able to contact you with notices of course information updates, renewal notices and to administer competitions at the Complex. These may include:

- Email Address
- Home Address
- Telephone Number
- Personal Information (name, date of birth etc)
- Social media handle
- Golf session notes/video reviews & information of up and coming Academy events and news

2.2 With your permission, we may also collect further information which allows us to contact you regarding events, promotions and offers at the Complex. This will usually be via email.

2.3 In the case of employees of 3 Hammers Golf Complex, we collect only the information required to fulfil the contractual relationship between the employee and the Complex. This data may be shared with internal and external data processors.

### **3. How the information about you will be used**

3.1 Your personal information is controlled internally by the Complex's Data Protection Officer (Business Development Manager, Sam Hill), who adheres to the internal data protection policies and procedures of 3 Hammers Golf Complex and Golf Academy. A signed list of all personnel relating to 3 Hammers who have access to customer data can be found at 3 Hammers Golf Reception.

3.2 3 Hammers Golf Complex employs the use of CCTV, in line with the CCTV Code of Practice as laid down by the Information Commissioner's Office (ICO) and is registered with the ICO.

- 3.3 In the use of debit and credit cards, 3 Hammers Golf Complex & Golf Academy maintains compliance with PCI DSS (Payment Card Industry Data Security Standard).

#### **4. Marketing**

- 4.1 As a customer, you may have opted in for us to be able to correspond with you regarding our activities, including events and competitions, by means of post, telephone, email, SMS, etc. We do not share your data with external marketing companies. If you have consented to this correspondence you have the right to opt out at any time.

#### **5. Individual Rights**

- 5.1 You have the right to request a copy of the information we hold about you. If you would like a copy, please email 3 Hammers Data Protection Officer (Sam Hill) at [info@3hammers.co.uk](mailto:info@3hammers.co.uk) or write to Sam Hill, Business Development Manager.
- 5.2 We wish to ensure that your personal information is accurate and up to date. You may ask us to correct or erase information that you believe to be inaccurate.
- 5.3 At the time of collecting data you have the right to object to the Complex holding certain data about you.

#### **6. Changes to our Privacy Policy**

- 6.1 A copy of the Privacy Policy appears on the Complex website. We keep our Privacy Policy under regular review and will post any updates on the Complex website [www.3hammers.co.uk](http://www.3hammers.co.uk). This privacy policy was last updated on 23rd September 2020.

#### **7. How to contact us**

- 7.1 If you have any questions or require further information - please email us at [info@3hammers.co.uk](mailto:info@3hammers.co.uk) or write to us at 3 Hammers Golf Complex, Old Stafford Road, Coven, Wolverhampton, Staffordshire, WV10 7PP.