

STOWMARKET GOLF CENTRE LIMITED

Lower Road, Onehouse, Stowmarket, Suffolk, IP14 3DA

PRIVACY POLICY

Document Date	June 2026
Review Date	June 2027
Data Controller	Stowmarket Golf Centre Limited
ICO Registration	Registered with the ICO — renewed to May 2027
Contact	duncan@stowmarketgolfcentre.co.uk 01449 737090

1. Introduction

Stowmarket Golf Centre Limited ('we', 'us', 'our') is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains what personal information we collect, why we collect it, how we use it, and your rights in relation to it.

This policy applies to customers, members, visitors, and anyone who interacts with us in person, via our website, or through any of our booking or payment systems. It is reviewed annually and updated whenever our systems or practices change.

We are registered with the Information Commissioner's Office (ICO) and process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Stowmarket Golf Centre Limited is the data controller for the personal data we collect. This means we decide how and why your personal data is processed.

- Company name: Stowmarket Golf Centre Limited
- Address: Lower Road, Onehouse, Stowmarket, Suffolk, IP14 3DA
- Phone: 01449 737090
- Email: duncan@stowmarketgolfcentre.co.uk
- Website: www.stowmarketgolfcentre.co.uk

3. What Personal Data We Collect

Members

- Full name, date of birth, address, email address, mobile phone number

- Membership type and payment records
- Handicap information and competition results
- For junior members: parent/guardian details, emergency contacts, medical information, and consents

Customers and Visitors

- Name and contact details when you make a booking or enquiry
- Payment card data processed via Clover (till system) or Nayax (range card machine) — we do not store card details ourselves
- Tee booking information — name and tee time, recorded on our booking sheet
- Toptracer session data — shot statistics linked to your range session

Website Visitors

- Name, email address, and any message submitted via our contact or enquiry forms
- Cookie data and browsing behaviour on our website — see Section 9 for more detail

CCTV

- We operate CCTV cameras on our premises for the safety and security of staff, customers, and property
- CCTV footage captures images of anyone on site

Staff

- Employment-related personal data including name, address, NI number, bank details, payroll information, and next of kin
- This data is processed separately under our staff privacy notice

4. Why We Collect Your Data and Our Legal Basis

Purpose	Legal Basis (UK GDPR)	Examples
Managing memberships	Contract	Processing applications, renewals, and payments
Processing payments	Contract	Card payments via Clover and Nayax
Tee time bookings	Contract / Legitimate interests	Recording bookings on our tee sheet
Sending event and member communications	Legitimate interests / Consent	Newsletters, event announcements, competition results
Safety and security — CCTV	Legitimate interests	Protecting staff, customers, and property on site
Safeguarding juniors	Legal obligation / Vital interests	Junior member supplement forms, emergency contacts

Complying with legal obligations	Legal obligation	RIDDOR reporting, HMRC, employment law
Responding to enquiries	Legitimate interests	Contact form submissions, phone and email enquiries
Toptracer shot tracking	Contract / Consent	Range session statistics and performance data

5. Who We Share Your Data With

We do not sell your personal data to third parties. We only share data where necessary and with appropriate safeguards in place.

Third Party	Purpose	Location
Quove Accountants	Payroll processing and accounting — name, NI, bank details, pay records	UK
Clover	Card payment processing at the till — we do not store card numbers	USA (adequate safeguards)
Nayax	Card payment processing at the driving range — we do not store card numbers	Israel (adequate safeguards)
Toptracer (Acushnet)	Range shot tracking and session data	USA (adequate safeguards)
Google (Sheets / Drive)	Tee booking sheet and document storage — names and tee times	USA (adequate safeguards)
Wix	Website hosting, contact forms, and cookie data	USA (adequate safeguards)
Mailchimp	Member email communications — name and email address	USA (adequate safeguards)
East of England Ambulance Service	Defibrillator registration — site address and device details only	UK
HMRC / Companies House	Legal and statutory obligations	UK

All third-party processors are required to handle your data securely and only for the purposes we specify. Where data is transferred outside the UK, we ensure appropriate safeguards are in place in accordance with UK GDPR.

6. CCTV

We operate CCTV cameras on our premises. Footage is used solely for the safety and security of our staff, customers, and property.

- CCTV footage is stored securely and access is restricted to authorised persons
- Footage is retained for a maximum of 30 days, after which it is automatically overwritten unless required for an active investigation
- CCTV footage will not be shared with third parties except where required by law (e.g. police investigation)
- Signage is displayed on site to notify visitors that CCTV is in operation

If you wish to request access to CCTV footage in which you appear, please contact us using the details in Section 2. We will respond within one month.

7. Tee Booking Sheet

Our tee booking system is a Google Sheet accessible to members via a shared link. It records date, time, and player names or initials for each tee time.

- We record only the minimum information needed — typically first name, surname initial, or initials
- The sheet is accessible to anyone with the link. We recommend members do not share this link publicly
- We are reviewing moving to a more secure tee booking system as part of our ongoing improvements

8. How Long We Keep Your Data

Data Type	Retention Period
Membership records	Duration of membership plus 6 years
Payment records	6 years (legal requirement)
Junior member supplement forms	Until the member turns 18, then 6 years
Accident and incident reports	Minimum 3 years (RIDDOR requirement)
CCTV footage	Maximum 30 days unless required for investigation
Email marketing list	Until you unsubscribe or request deletion
Contact form enquiries	12 months unless ongoing relationship established
Staff payroll records	6 years after employment ends

9. Cookies

Our website (www.stowmarketgolfcentre.co.uk) is hosted on Wix and uses cookies — small text files placed on your device — to make the site work and to understand how people use it.

- Essential cookies — required for the website to function. You cannot opt out of these.
- Analytics cookies — help us understand how visitors use the site. These are set by Wix and may include Google Analytics.
- Marketing cookies — if we run advertising, these may track your activity. We will ask for your consent before setting these.

You can manage your cookie preferences through your browser settings. Refusing non-essential cookies will not affect your ability to use the site.

10. Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

Your Right	What This Means
Right of access	You can request a copy of the personal data we hold about you (a Subject Access Request)
Right to rectification	You can ask us to correct inaccurate or incomplete data
Right to erasure	You can ask us to delete your data where there is no legitimate reason to keep it
Right to restrict processing	You can ask us to limit how we use your data in certain circumstances
Right to data portability	You can ask for your data in a portable format to transfer to another provider
Right to object	You can object to processing based on legitimate interests, including direct marketing
Right to withdraw consent	Where processing is based on consent, you can withdraw it at any time

To exercise any of these rights, contact us at duncan@stowmarketgolfcentre.co.uk or 01449 737090. We will respond within one month. There is no charge for most requests.

11. How to Make a Complaint

If you have a concern about how we handle your personal data, please contact us first and we will do our best to resolve it.

Contact Us First

Email: duncan@stowmarketgolfcentre.co.uk
Phone: 01449 737090

Post: Duncan Burl, Stowmarket Golf Centre Limited, Lower Road, Onehouse,
Stowmarket, Suffolk, IP14 3DA

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- Website: ico.org.uk
- Helpline: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

12. Changes to This Policy

We review this Privacy Policy annually and whenever our systems or practices change in a way that affects how we handle personal data. The current version date is shown at the top of this document.

If we make significant changes, we will notify members by email and display a notice on our website.

13. Sign Off

Signed: Duncan Burl, Director

Date: June 2026

Review Date: June 2027