



## Privacy Notice

Here at GolfSim2U, we care about your privacy. The aim of this notice is to show you how we obtain, store, use, share and dispose of your personal data. Please read this Privacy Policy carefully.

### **Who are the Data Controller and Data Processor?**

GolfSim2U is the Data Controller and its owner is the Data Processor.

### **What personal information do we collect and why?**

When using the 'Contact Us' form on our website, you are asked to enter your **name and email address**. This information is necessary to respond to your query.

When transacting business with you, we may use financial information that you share with us, but we do not retain this after the transaction.

### **When do we collect information?**

We collect information from you when you contact us, when you make a booking through us, or when you respond to a survey or marketing communication.

### **Why do we collect personal information?**

To provide contracted services to customers. The legal basis for holding this data is 'Contract'.

To market our products and services to you. The lawful basis for holding this data is 'Legitimate Interests' and where necessary we also seek 'Consent'.

### **Who is collecting it?**

GolfSim2U manually collect and process all data themselves. Data is provided through the 'Contact Us' page on the website but we do not use automated mailing lists or third-party providers for marketing.

### **How do we use your information?**

- To respond to your queries.
- To execute your booking, or to be able to keep you informed about your booking.
- To send you quotations and invoices.
- To recommend relevant products and services through our marketing communications.

## **How long we intend to keep it?**

GolfSim2U store personal information only for as long as is legally required. Our policy is to hold the minimum information for the minimum time required to achieve our aims.

## **How do we protect your information?**

We use a range of protection measures to ensure that personal information is protected. We use a cloud-based system with industry standard security protocols for storage. We use password protected folder and document procedures as well.

We will only share your personal information with others in accordance with contractual arrangements and your wishes. We will seek your consent when required and tell you when we do this.

We never sell your personal information to third parties.

## **How will we dispose of personal information?**

When personal information is no longer required, we will delete it. We will record that we have done this. Where required this will be supported by a destruction certificate.

## **Third-Party**

When you leave our website or when you are redirected to a third-party website or application, you are no longer governed by this Privacy Policy.

## **Data Breach**

We will notify you within 3 business days should a data breach occur that is likely to result in a 'high risk to your rights and freedoms'.

## **What are your rights?**

In general terms, though subject to the legal basis for holding the data, you may request that we:

- Send you a copy of the information we hold on you.
- Amend any information that we hold on you.
- Delete any information that we hold on you.
- Withdraw any 'Consent' that you have given in the past.
- Complain if you think we have done something wrong.

## **Who to speak to in connection with your Privacy at GolfSim2U?**

If you wish to speak to someone in GolfSim2U about your personal information held by us, please contact the Data Controller:

Tel: 07590 474394 Email: [pd@golfsim2u.com](mailto:pd@golfsim2u.com) Or use the 'Contact Us' form on the website.