



PRIVACY POLICY STATEMENT

Orbis Golf treats the privacy of our visitors with the highest importance. This policy details the measures we take to preserving and safely guarding your privacy when you visit or communicate with our site or personnel.

Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this page. You should check this page to ensure that you are happy with any changes.

We want to make our Privacy Policy simpler and easier for you to understand which is why we have come up with some common FAQ's below. For further information, you can read our full privacy policy below this section.

Do you sell data with third parties?

No. We will never sell your data with third parties.

How will you use my personal data?

Where consent has been given, we may use your personal information for the purpose of marketing to you. We will never share this information with third parties. As per our terms and conditions, we may use your personal information to contact you in relation to lesson bookings, purchases or enquiries that make up a contract for services between both parties.

Do I get the choice over whether I receive marketing information?

Yes, absolutely. One of the new changes in the data protection laws is the requirement for you to positively opt in to receive marketing information.

How long do you keep my personal data?

We retain personal data for as long as necessary to provide services and fulfil transactions you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes and enforcing our agreements. As such the length of time we will keep personal data will vary but we will not keep your personal data for longer than is necessary.

How is information stored and secured?

We are committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access, use or disclosure. Any information submitted online is stored on encrypted platforms and any information that is submitted via a physical form is stored securely and safely.

If I make a payment online for a lesson, class or store purchase, do you store payment information?

No, we use a payment integration through Stripe. When making an online payment through our booking system or coaching store, we do not store any of your payment information & thus cannot see any of this information.

What safeguards are in place for children who may use your website or take lessons at the Academy?

We do not target children for the purpose of marketing and will never market to a child under the age of 18. Although visitors of all ages may navigate through our website, we do not intentionally collect personal information from those under the age of 18. If, following a notification by a parent or guardian, or discovery by other means, a child under 18 has been improperly registered on this site by using false information, we will cancel the child's account and delete the child's personal information from our records. We are required by law, to store certain information such as medical records for those children who are attending lessons at the academy. This information is stored securely and we will keep this information on record for 2 years from the date of the child's last lesson at the Academy.

PRIVACY POLICY

CONTROLLER AND DATA PROTECTION OFFICER

Orbis Golf is the 'Controller' of your data meaning we determine the purposes and means of processing any personal data.

Address: Argyll Cottage, 42 Salisbury Road, Steeple Langford, Salisbury, SP3 4NA

Contact Number: 07732601258

Email: info@orbisgolf.com

What we do with the information we gather and what is its purpose

We require this information to understand your needs, provide you with a better service, to communicate with you effectively and also in particular for the following reasons:

Internal record keeping

We may use the information to improve our products and services.

We may send marketing promotions about new products, special offers or other information which we think you may find interesting.

In certain cases, we may need to use your information to handle and resolve legal disputes, for regulatory investigations and compliance.

We may use your personal information for the detection and prevention of fraud and other illegal or unwanted activities.

We may also use your information to communicate with you in respect of the contract for services that you may have entered into. Purchasing a product through our store or using our online booking system for instance creates a commitment between both parties, which may require contact or use of your information in order to uphold this commitment. These are covered in our Terms and Conditions.

Information Sharing & Our Data Processors

We will never sell your information with third parties.

A ‘processor; is responsible for processing personal data on behalf of a controller. We work with the following processors:

RetailTribe – For the purpose of sending marketing campaigns via email.

GLF Locker – We use an integrated software system and website provided by Orbis Golf LTD to manage its online locker system, booking system and store.

Stripe – We used Stripe for processing payments through our Online Store and Booking System.

Third Party Links

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You can change any of the information you share with us. You can do this in a number of ways, firstly by contacting us directly by email or phone. You should do this by using the contact form on our website. Alternatively, you can change your preferences on any email you receive from us.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

However, as you know, transmission of data on the internet is never guaranteed regarding safety. It is impossible to guarantee your safety with electronic data and transmission. You are therefore at your own risk if you elect to transmit any data. The integrated software system is password protected but you are responsible for keeping it confidential. For more information relating to the storage and security of your personal information you submit on the integrated software system, please contact info@orbisgolf.com

International transfers of your personal information

We do not transfer your personal information to international third parties.

Changes to this policy

We reserve the right, at our sole discretion, to modify, add or remove sections of this privacy policy at any time and we may change this policy from time to time by updating this page. You should check this page to ensure that you are happy with any changes.

Contacting Us

We welcome any queries or requests you may have regarding this Privacy Policy. Please do not hesitate and feel free to contact us using the contact form provided on the 'contact us' page.

To contact Orbis Golf, please email info@orbisgolf.com



