

# Privacy Policy

*Last Updated: 11/12/2024*

Golfbox ("we," "our," or "us") is committed to protecting the privacy and security of our customers' personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our services and facilities.

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## 1. Information We Collect

**1.1 Personal Information:** We collect personal details such as your name, email address, phone number, and payment information when you:

- Make a booking
- Sign up for a membership
- Contact us for support

**1.2 Non-Personal Information:** This includes data like browser type, device information, and usage patterns when you visit our website.

**1.3 CCTV Footage:** Our venues are monitored by CCTV for security purposes. Footage may capture your image while on the premises.

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## 2. How We Use Your Information

2.1 To process bookings, memberships, and payments.

2.2 To communicate with you regarding your bookings, memberships, or customer support inquiries.

2.3 To ensure the safety and security of our premises through CCTV monitoring.

2.4 To improve our services and customer experience through website analytics.

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## 3. How We Protect Your Information

3.1 We implement robust security measures to protect your personal information from unauthorized access, disclosure, or loss.

3.2 Payment information is encrypted and processed securely through third-party payment providers.

3.3 CCTV footage is stored securely and accessed only for legitimate security or legal purposes.

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## **4. Sharing Your Information**

4.1 We do not sell or rent your personal information to third parties.

4.2 We may share your information with trusted third-party service providers for purposes such as payment processing and booking management.

4.3 CCTV footage may be shared with law enforcement or other authorized entities if required by law.

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## **5. Retention of Information**

5.1 Personal information will be retained only as long as necessary to fulfill the purposes outlined in this policy.

5.2 CCTV footage is retained for [Insert Retention Period] and securely deleted unless required for legal reasons.

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## **6. Your Rights**

6.1 You have the right to access, correct, or delete your personal information. To exercise these rights, contact us at [hello@golf-box.co.uk](mailto:hello@golf-box.co.uk)

6.2 You can opt out of marketing communications by following the unsubscribe instructions in our emails.

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## **7. Cookies and Website Tracking**

7.1 Our website uses cookies to enhance user experience and analyze site usage. For more details, see our Cookie Policy [Insert Link].

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## **8. Changes to This Policy**

8.1 We reserve the right to update this Privacy Policy at any time. Changes will be posted on our website with the updated date.

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## 9. Contact Us

If you have questions about this Privacy Policy, please contact us:

- **Email:** [hello@golf-box.co.uk](mailto:hello@golf-box.co.uk)
- **Phone:** 07964552240
- **Address:** Golfbox, Unit 3 Kiln House, 14 St Thomas Street, Bristol, BS1 6WL