

OUT2GOLF UK PRIVACY POLICY

Last Updated: February 26, 2025

1. INTRODUCTION

Out2Golf UK ("we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our web application and mobile application (collectively, the "Services").

Please read this Privacy Policy carefully. By accessing or using our Services, you acknowledge that you have read, understood, and agree to be bound by all the terms outlined in this Privacy Policy. If you do not agree with our policies and practices, please do not use our Services.

2. INFORMATION WE COLLECT

We may collect several types of information from and about users of our Services, including:

2.1 Personal Information

- **Identity Information**: Full name, username, golf handicap, and membership ID.
- **Contact Information**: Email address, postal address, and telephone number.
- **Account Information**: Login credentials, password, and security questions/answers.
- **Payment Information**: Credit/debit card details, billing address, and transaction history.
- **Profile Information**: Profile pictures, preferences, and playing history.

2.2 Non-Personal Information

- **Usage Data**: Information about how you use our Services, including browsing patterns, pages visited, features used, and time spent on the application.
- **Device Information**: Hardware model, operating system, IP address, browser type, mobile network information, and device identifiers.
- **Location Information**: Geographic location data when you use location-based services within our app.
- **Cookies and Similar Technologies**: Information collected through cookies, web beacons, and other tracking technologies.

3. HOW WE COLLECT YOUR INFORMATION

We collect information from you in the following ways:

- ****Direct Interactions****: Information you provide when creating an account, filling in forms, participating in competitions, or communicating with us.
- ****Automated Technologies****: Information collected automatically through cookies and similar technologies when you use our Services.
- ****Third Parties****: Information we receive from third parties, such as golf clubs, tournament organizers, or payment processors.

4. HOW WE USE YOUR INFORMATION

We may use the information we collect about you for various purposes, including:

- Processing and managing your membership with Out2Golf UK
- Providing, maintaining, and improving our Services
- Managing your account and providing customer support
- Processing payments and sending invoices
- Organizing and administering golf tournaments and events
- Calculating and verifying your golf handicap
- Sending you notifications about upcoming events, tee times, and updates
- Communicating with you about promotions, offers, and news related to Out2Golf UK
- Personalizing your experience and delivering tailored content
- Analyzing usage patterns to improve our Services
- Ensuring the security and integrity of our Services
- Complying with legal obligations

5. DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to the following categories of recipients:

- ****Service Providers****: Third-party vendors who perform services on our behalf, such as payment processing, data analysis, email delivery, and hosting services.
- ****Golf Clubs and Tournament Organizers****: Information necessary for tournament registration, tee time bookings, and handicap verification.
- ****Business Partners****: Trusted partners with whom we collaborate to offer joint promotions or services.
- ****Legal Authorities****: When required by law, court order, or governmental regulation.
- ****Business Transfers****: In connection with a merger, acquisition, or sale of all or a portion of our assets.

6. DATA RETENTION

We will retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure, the purposes for which we process your personal information, and applicable legal requirements.

7. DATA SECURITY

We have implemented appropriate technical and organizational measures to protect the security of your personal information. However, please be aware that no method of transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee the absolute security of your data.

8. YOUR PRIVACY RIGHTS

Depending on your location, you may have certain rights regarding your personal information. These may include:

- **Right to Access**: You may request a copy of the personal information we hold about you.
- **Right to Rectification**: You may request that we correct any inaccurate or incomplete personal information.
- **Right to Erasure**: You may request that we delete your personal information in certain circumstances.
- **Right to Restrict Processing**: You may request that we restrict the processing of your personal information in certain circumstances.
- **Right to Data Portability**: You may request to receive your personal information in a structured, commonly used, and machine-readable format.
- **Right to Object**: You may object to our processing of your personal information in certain circumstances.

To exercise any of these rights, please contact us using the details provided in the "Contact Us" section.

9. CHILDREN'S PRIVACY

Our Services are not intended for children under the age of 16, and we do not knowingly collect personal information from children under 16. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us.

10. INTERNATIONAL DATA TRANSFERS

We are based in the United Kingdom and process data primarily within the UK and European Economic Area (EEA). However, we may transfer, store, and process your information in countries other than your own.

Where we transfer your personal information to countries outside the UK or EEA, we will ensure that appropriate safeguards are in place to protect your personal information, such as Standard Contractual Clauses approved by the European Commission or UK authorities.

11. COOKIES POLICY

Our Services use cookies and similar tracking technologies. A cookie is a small text file stored on your device when you visit our website or use our app. Cookies help us remember your preferences, understand how you use our Services, and improve your experience.

Types of Cookies We Use:

- **Essential Cookies**: Necessary for the functioning of our Services.
- **Analytical/Performance Cookies**: Allow us to recognize and count visitors and see how they move around our Services.
- **Functionality Cookies**: Enable us to remember your preferences and settings.
- **Targeting Cookies**: Record your visit, pages visited, and links followed.

You can set your browser to refuse all or some browser cookies or to alert you when websites set or access cookies. However, if you disable or refuse cookies, some parts of our Services may become inaccessible or not function properly.

12. THIRD-PARTY LINKS

Our Services may contain links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. We encourage you to read the privacy policy of every website you visit.

13. CHANGES TO OUR PRIVACY POLICY

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date at the top of this Privacy Policy. You are advised to review this Privacy Policy periodically for any changes.

14. CONTACT US

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

Out2Golf UK

Email: hi@out2golfuk.com

15. COMPLAINTS

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. You can contact the ICO via their website at www.ico.org.uk or by calling their helpline on 0303 123 1113.