

Park Snooker Privacy Policy

Last updated: June 2026

This Privacy Policy describes how Park Snooker Club ("we," "us," or "our") collects, uses, and discloses your information when you use our website parksnooker.org.uk (the "Site").

1. Information We Collect

We collect information about you in various ways when you use our Site:

- **Information you provide directly:** Details you voluntarily submit when filling out forms when or contacting us (e.g., your name, email address, and message contents).
- **Automatically collected data:** When you visit our Site, we automatically collect certain technical information via cookies and log files. This may include your IP address, browser type, pages visited, and the dates/times of your visits.

2. How We Use Your Information

We use the information we collect to:

- Provide, operate, and maintain our Site.
- Improve and personalize your user experience.
- Communicate with you, including to respond to inquiries and send updates.
- Analyse usage trends to improve our Site's functionality.
- Prevent fraud and ensure the security of our Site.

3. Sharing Your Information

We do not sell your personal data. We may only share your information in the following limited situations:

- **Service Providers:** We may share data with trusted third-party companies that help us operate our Site (e.g., hosting providers, analytics services).
- **Legal Obligations:** We may disclose your information if required to do so by law or in response to valid requests by public authorities.

4. Cookies and Tracking Technologies

We use cookies to enhance your browsing experience. Only the minimum necessary to operate the website are collected. You have the option to accept or decline cookies through your web browser settings. However, disabling cookies may prevent you from using certain features of our Site.

5. Your Rights

Depending on your location (such as the EU/UK under the GDPR or California under the CCPA), you may have the right to access, correct, update, or request the deletion of your personal data. Please contact us directly to exercise these rights.

6. Children's Privacy

Our Site is not directed at children under the age of 16. We do not knowingly collect personal information from children. If we discover that we have collected such data, we will delete it immediately.

7. How to complain

If you have any questions about this **Privacy Notice** or wish to make a complaint related to data protection, please complete the Message form on the Contact page of our website (www.parksnooker.org.uk) or send the secretary on secretary@parksnooker.org.uk or using the Contact page on the website. In the email/message please state that it is a 'Complaint' and give as much information as possible about the nature of the complaint. The secretary (as the Data Controller) will acknowledge any complaints (including asking for any clarification) within 30 calendar days of the receipt of the complaint. Once we fully understand the nature of the complaint we will contact you with a proposed solution and will then aim to deal with the complaint within one working month.

If the complaint is not dealt with to your satisfaction, please contact the **ICO** directly. The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

7. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any changes by posting the new policy on this page with an updated "Last updated" date.

8. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us via our "Contact" page.

9. Complaints Process

1. The complaint is raised via the Message form on the Contact page of the club website or an email to the secretary.
2. The message/email goes directly to the club secretary as the Data Controller.
3. The club secretary will log receipt of the complaint and give it a reference number.
4. The club secretary will start a simple word document that will contain a copy of all emails and information collected during the investigation into the complaint.
5. The club secretary will email the person who raised the complaint within 30 working days of receipt of the complaint with:
 - Acknowledgment of receipt
 - The reference number
 - Any questions or further information that I need in order to progress the issue.

The email will use the following 'template'

Subject: Acknowledgement of your Data Protection Complaint – Ref: [Insert Reference]

Dear [Name of Complainant],

I, as Data Controller, for Park Snooker Club confirm receipt of your data protection complaint dated [Date Received] regarding [briefly summarise the issue].

I take data privacy seriously and have initiated an internal investigation into this matter and will review how your data was handled and look into the points you raised without undue delay. In order for me to resolve this issue can you please provide the following:

- [list what is needed and why]

I will write to you again as soon as my investigation is complete to notify you of my findings and any corrective actions taken.

If you have any questions in the meantime, please reply directly to this email quoting your reference number: [Insert Reference].

Yours sincerely,

Club Secretary (Data Controller)
Park Snooker Club.

6. All correspondence with the complainant will be part of the above email trail with all previous emails held within the trail.
7. All information collected during the investigation will be filed with the initial logged complaint in a simple document.

8. When the investigation is complete the club secretary will contact the complainant (via email) with the result. This email will use the following 'template'

Subject: Final Response to your Data Protection Complaint – Ref: [Insert Reference]

Dear [Name of Complainant],

I am writing to provide my final response to the data protection complaint you raised with me on [Date Received]. My Investigation & Findings:[Provide a clear, factual summary of what happened. Select one option below:][Option A - Upheld]: I found that an error did occur regarding [issue]. I sincerely apologise for this. To fix this, I have [explain fix, e.g., updated our system / deleted your record]. [Option B - Not Upheld]: Following a review, I found that your data was processed lawfully because [explain lawful reason, e.g., it was necessary to fulfill our contract with you].

Next Steps: If you remain dissatisfied with this outcome, you now have the right to escalate your complaint to the Information Commissioner's Office (ICO). You can contact them via their website at <https://ico.org.uk> or by calling 0303 123 1113. Yours sincerely,

Club secretary (Data Controller)
Park Snooker Club