

# Dorset Bridge

## Privacy policy

Dorset Bridge promises to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect and process your data and not do anything you wouldn't reasonably expect. By signing up for our membership you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulation, the data controller is Nicholas MacKay, Dorset Bridge, Manor Close, St James's Street, Shaftesbury SP7 8HQ .

We collect information in the following ways:

### Where we collect information about you from

You give us your information to sign up for our membership, Andrew Robson Courses, make a charity donation, purchase our products or communicate with us.

### What personal data we collect and how we use it

The type and quantity of information we collect and how we use it depends on why you are providing it.

### Membership, Donations, Events and Purchases

**If you join Dorset Bridge for Membership and Courses, make a charity donation, sign up for an event or buy something from our shop, we will usually collect:**

Your name

Your contact details

Any telephone number used to contact us

**If you have contacted us via the internet, we do not collect:**

The Uniform Resource Locators (URL)

Internet Protocol (IP) address used to connect your computer to the Internet

Clickstream to, through and from our site, and other information about your visit

Your browser type and version and login information.

Our third party providers, however, may collect data from you when we use their products under their own privacy policies and are bound by the GDPR protocols set up. Dorset Bridge can provide details of our Internet Hosts, our third party providers on request.

### Where it is appropriate we may also ask for:

We will only use your personal information when the law allows us to. Most commonly we will use your personal information where we need to perform the contract we have entered into with you, where we need to comply with a legal obligation or where it is necessary for our legitimate interests or those of a third party (and your interests and rights do not override those interests) including the following:

Providing you with the services, products or information you asked for.

- Administering your donation or supporting your fundraising, including processing gift aid.
- Keeping a record of your relationship with us.
- Ensuring we know how you prefer to be contacted.
- Understanding how we can improve our services, products or information.
- If you enter your details onto one of our online forms, and you don't 'send' or 'submit' the form, we may contact you to see if we can help with any problems you may be experiencing with the form or our websites.

We do not share your information with anyone, unless we have a specific request for us to do so. No e-mail addresses or telephone numbers or any other contact details are supplied to any third party.

### Direct Marketing

Our marketing communications include information about our latest news, campaigns and event/competitions and we intend to contact you to let you know about the progress we are making and to ask for charity donations or other support. Occasionally, we may include information from partner organisations or organisations who support us in these communications. We make it easy for you to tell us how you want us to communicate, in a way that suits you.

If you are an existing member, we will only contact you by electronic means (e-mail or SMS) with information about similar goods and services.

We do not sell or share personal details to third parties for the purposes of marketing.

### How we keep your data safe

# Dorset Bridge

We ensure that there are appropriate technical controls in place to protect your personal details. For example, our online forms are always encrypted and our network is protected and routinely monitored.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

We use external companies to collect or process personal data on our behalf. We do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they have collected or have access to.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

## **Keeping your information up-to-date and how long we retain your data**

Where possible we use publicly available sources to keep your records up to date; for example, the Post Office's National Change of Address database and information provided to us by other organisations as described above. We really appreciate it if you let us know if your contact details change.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. In order to comply with law and to ensure we have the necessary information required in order to resolve future issues that might arise, we retain all personal data for a period of up to ten years from collection. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

## **Your right to know what we know about you, make changes or ask us to stop using your data**

You have a right to ask us whether and how we are processing your personal information, to request access to your processed personal data, to obtain information in relation to the purpose of such processing, the type of information processed, the sources and recipients of your information, how long we store your information, whether we use automated decision making software, to correct inaccurate and complete incomplete information, to stop or restrict the scope of processing some or all of your personal data and to stop all automated decision-making processing.

You also have the right to ask us to erase your personal information and if it is not necessary for the purpose you provided it to us for (e.g. processing your donation or registering you for an event), or you have withdrawn your consent for such processing and such processing is not for a task in the public interest or for public health, or necessary to pursue our or a third party's legitimate business interests, or required by law or litigation, we will do so without delay. We will also take reasonable steps to make any other third parties to whom your information has been shared aware of your erasure request.

You have a right to ask for a copy of the information we hold about you which we will do free of charge. You may request a copy in an electronic format so that you can easily store it for your personal use and transmit it electronically to a third party. If there are any discrepancies in the information we provide, please let us know and we will correct it.

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. You can also ask us to give you a copy of the information and to stop using your information for a period of time if you believe we are not doing so lawfully. To submit a request by email, post or telephone, please use the contact information provided above.

Our address is Manor Close, St James's Street, Shaftesbury SP7 8HQ. You can contact us by post at the above address, by email at [enquiries@dorsetbridge.com](mailto:enquiries@dorsetbridge.com) or by telephone on +44 (0)7889 658410

We have appointed a data privacy manager to oversee compliance with this privacy notice. If you have any questions or concerns about this privacy notice or how we handle your personal information, please contact the data privacy manager on 07889 658410 or [enquiries@dorsetbridge.com](mailto:enquiries@dorsetbridge.com). You have the right to make a formal complaint with the Information Commissioners Office (ICO), the UK supervisory authority for data protection issues.

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

# Dorset Bridge

## Dorset Bridge ♣ Terms and Conditions of Membership

### Premises

We are a membership only organisation. The membership is automatically added to your course fee on a termly basis, or if you come to a one off lesson you will be charged on a pro-rata basis.

Dorset Bridge accepts no liability for any loss or damage to personal property.

Entry to our venues is entirely at your own risk

Should members and their guests not adhere to the terms and conditions of Dorset Bridge we reserve the right to refuse entry.

### Etiquette

Dorset Bridge has been set up with you in mind and is for the enjoyment of patrons.

Do not be late.

Allow plenty of time to arrive at your lesson in order that you can be there at least five minutes before your allotted time. You will always be welcome, even if you are early. Have a cup of coffee.

The game is for four people. When you are late, you are delaying others which may mean that your fellow pupils are late for their next appointment and may have to leave early meaning you miss out.

All mobile telephones **must** be turned off during lessons and play. If a phone goes off during a session you will be fined and asked to contribute to the Dorset Bridge Charity – Dorset & Somerset Air Ambulance.

The criticism of others will NOT be tolerated. The various techniques and methods you will be taught are sometimes difficult to comprehend and not all will get it first time. Be patient.

Do not teach others from your table. There is **only** one teacher in the room!

Undermining others during play is unacceptable behaviour.

If you have a cold, temperature or are feeling unwell do not come. Do not be offended if you are turned away as a result.

### Membership

Membership is by invitation or referral.

Membership fees are payable termly in advance.

The termly fee is currently £35.00. Membership includes a cup of coffee or tea. As prices fluctuate over the months, we reserve to vary termly charges to reflect this.

### Andrew Robson Courses

Courses are booked in advance for the term at a current cost of £185.00 for a course of eight lessons.

Generally booking for the next term takes place during the second half of the previous term.

A course of four lessons is currently £150.00

If you are cancelling a particular lesson, please do so by e-mail.

There are strictly no refunds for missed lessons. However, if space permits, we will allow you to come to a lesson on another course. Notes will not be provided.

If you are making up a lesson, you must do so during the membership term and cannot carry over to the next.

Please note that lessons are NOT transferable to others especially if we are not advised that this is happening and is disruptive.

If Dorset Bridge cancels a lesson, we will make up the lessons missed'

A weekly timetable is sent out via e-mail on the Saturday before each week. It is up to you to check this. Lessons are approximately an hour and forty-five minutes but generally overrun.

Your name will not appear on the timetable until all lessons are fully paid for. There are no exceptions to this. Slots are not guaranteed until fully paid for.

When the timetable is first sent out prior to the beginning of term, please check extremely carefully as mistakes may not be able to be rectified.

The Course Notes nor the Arrow Cards are for sale and Arrow Cards cannot be removed from the building.

All documents produced by the Andrew Robson Bridge Club are copyright protected and that copying, reproducing in any way or form is strictly prohibited and could result in the perpetrator being removed from the club and possible legal action being taken out against you by The Andrew Robson Bridge Club and/or any affiliated clubs.

# Dorset Bridge

## Set Hands

Set hands must be booked and paid for in advance using the forms provided. Each session is £30.00. Slots will be available at last minute when payment will be accepted on the day.

Set Hands are for a minimum of two tables.

There are NO REFUNDS for cancellation except in exceptional circumstances. If possible we will try and accommodate you on another date, but this is up to you to check the weekly timetable and let us know.

If you cannot attend a booked slot, please ensure that you cancel well in advance as cancellations are disruptive to the whole session and may involve the whole session being cancelled.

Depending on numbers Dorset Bridge reserves the right to cancel sessions at any time, but with maximum notice (we will endeavour to replace the session with another date, otherwise a refund will be available depending on circumstances).

Please only book via our online form, under Set Hands

## Duplicate (teams/pairs)

Play is by invitation only and is for advanced level only.

Table money of £5-00 is payable on the day at the prescribed rate as set out below.

The Thursday Night is a supper club and you are expected to attend this or at least make a purchase from the bar.

## Prices\*

Andrew Robson Courses: £185-00 (course of eight lessons) £100-00 (course of 4 lessons)

Set Hands  
£30.00 for two hours

Please note that, although we accept all major credit and debit cards, a surcharge may be made to purchases using such a payment method. You will always be told that a surcharge will be implemented either verbally or by notice.

\*prices subject to change without notice (all prices are listed on the Dorset Bridge website ([www.dorsetbridge.com](http://www.dorsetbridge.com)))

## Confidentiality & Data Protection

All mailing and e-mailing lists remain the property of Dorset Bridge.

Details of members, their addresses, e-mail addresses and telephone numbers will not be given to third parties.

Dorset Bridge will not give out member's details to another member without first obtaining their permission.

All e-mail's regarding mass mailings are sent to undisclosed recipients without exception. Full compliance with regards banking and credit cards together with all insurance details is strictly adhered to.