

Wales Golf,  
Catsash,  
Newport,  
NP18 1JQ

Dear Secretary/Manager

There has been a lot of information circulating regarding the GDPR implications of the transfer of data to the new Wales Golf Clubhouse, that will act as the central handicapping and membership database for Wales Golf moving forwards. This letter will hopefully provide you with clarity on the Wales Golf stance with relation to this, key dates coming up over the next month and the steps we feel clubs should take over the coming weeks in preparation for the launch of the World Handicap System (WHS).

WHS is an opportunity to create a fully connected, easy to understand and use, ecosystem by which Wales Golf, clubs and members can be connected in a way that has never been achieved before. We believe this progress will allow us to administrate handicaps in a much more streamlined way and represents a huge step forward for the game which will benefit clubs, Wales Golf and golfers alike for years to come. The process for managing players handicaps, transferring players, removing players from clubs and searching for previously released members will all be handled in the same system for all golf clubs.

Clubs will still need competition software for the running of club competitions and management of other club systems e.g. membership cards or POS systems and a modern API technology will enable the smooth connectivity between the Wales Golf Clubhouse and licensed ISV systems.

#### Next Steps and Key Dates

1. **w/c 12 October 2020 – Club Access to Wales Golf Clubhouse**

Clubs will be given the credentials to log in to and view their new handicapping and membership software. This will be a cloud-based system that will be accessed via your normal web browsers. At this stage you will be able to view the initial handicap transition that has taken place for your members that has been transferred onto the new platform from the old CDH.

**IMPORTANT NOTE:** This initial index will not be updated with scores throughout October so please be clear with your members if you wish to share this with them, that if they do play in any further competitions in October the Index will be different again on 2 Nov.

2. **Upload player details to Wales Golf Clubhouse**

Although not mandatory, we would advise that you request your current ISV (club software) provider upload/sync player details into the Wales Golf Clubhouse, so that their First and Last Name, CDH number and Handicap Index matches to an email address and date of birth. You can also complete this process manually if you wish.

Wales Golf are comfortable that this request meets the required GDPR regulations and is of legitimate interest for you to provide us with this data so that we can effectively operate this system for the following reasons:

- administrate and maintain the integrity of the handicapping system;
- maintain membership records;
- maintain records of disciplinary, or safeguarding cases.

Note: The facility for an ISV to upload player information will **only** be open throughout the month of October. Moving forwards from Nov 2 the creation of new members will only be able to happen within the Wales Golf Clubhouse to then be drawn into your other club management systems.

If you have any concerns regarding this then we suggest that you send a simple privacy note out to your members, advising them that their details will be transferred into the new system alongside their handicap index in order for it to be administrated correctly. If they have any objections to this then they can request for their details to be withheld.

3. **w/c 19 October 2020 – Web based Player Portal will be launched**

The new player portal will be launched which will allow your members direct access to their new handicap record and index that has been transitioned and will display an expected Handicap Index. **Players will only be able to access their player portal if there is an email address already loaded into the Wales Golf Clubhouse System.** If there is no email address loaded onto the system on the players profile, then the player can subsequently request that the club inputs this for them.

We envisage that this early release of the new handicap indices will help to spread out the queries around the new handicaps. We would also encourage clubs to do everything possible to get members to login to the new service, so they can get comfortable with where they can find their new Handicap Index and how it's calculated.

It goes without saying that the upload of the member details from your ISV software into the Wales Golf Clubhouse will also create a much easier process for clubs, so that you are not inundated with individual requests from players to log email addresses into the system so that they can access their new handicap.

4. **2 November 2020 – WHS Goes Live!**

There will be a final upload of scores from the current CDH database on 1 Nov to pick up any scores posted in October. When your players wake up on 2 Nov they should now have access to a live and accurate Handicap Index. We urge all clubs to do their utmost to close competitions on 1 Nov as quickly as possible otherwise scores may be missed in the transition.

Yours Sincerely

Sandy Veale



Handicapping and Club Service Manager