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## Important Memorandum



**TOPIC:** GOLFCONNECT USE AGREEMENT FOR ORGANISATIONS  
**TO:** Australian Golf Club and Venue Administrators  
**FROM:** Golf Australia  
**DATE:** Friday 4 October 2024  
**CONTENTS:**

1. GolfConnect use agreement for organisations
2. Explanatory notes
3. Next steps - Q&A Webinar, Signing the agreement, and providing other important information

You are receiving this communication as you were registered as a club/venue administrator who required updates on the GOLF Link / GolfConnect transition project. This is the second in a series of communications that will be provided over the coming weeks as we progress towards the transition date.



**INTRODUCING THE  
GOLFCONNECT  
CLUB/VENUE USE  
AGREEMENT**

DAMIEN de BOHUN  
GM – CLUBS, FACILITIES AND PLACES TO PLAY

### 1. GOLFCONNECT USE AGREEMENT FOR ORGANISATIONS

As part of the transition to GolfConnect, Golf Australia is seeking to enter new agreements with clubs/venues (Organisations) to provide services relating to GolfConnect. The agreement is linked below for your review.

[GOLFCONNECT ORGANISATION USE AGREEMENT](#)

Golf Australia requires organisations to sign this agreement to provide them with the GolfConnect services, including the World Handicapping System.

### 2. EXPLANATORY NOTES

The last agreement between Golf Australia and organisations relating to the provision of GOLF Link services was signed prior to 2004. Among other items, the change in service provider and legal obligations relating to privacy and data have necessitated a renewal of this agreement.

The key purpose of the agreement is to allow Golf Australia to provide handicapping services to clubs, venues, and in turn golfers, in the most efficient manner possible and to the standard that all parties, including golfers, expect. Below are some key notes that explain our position on key clauses.

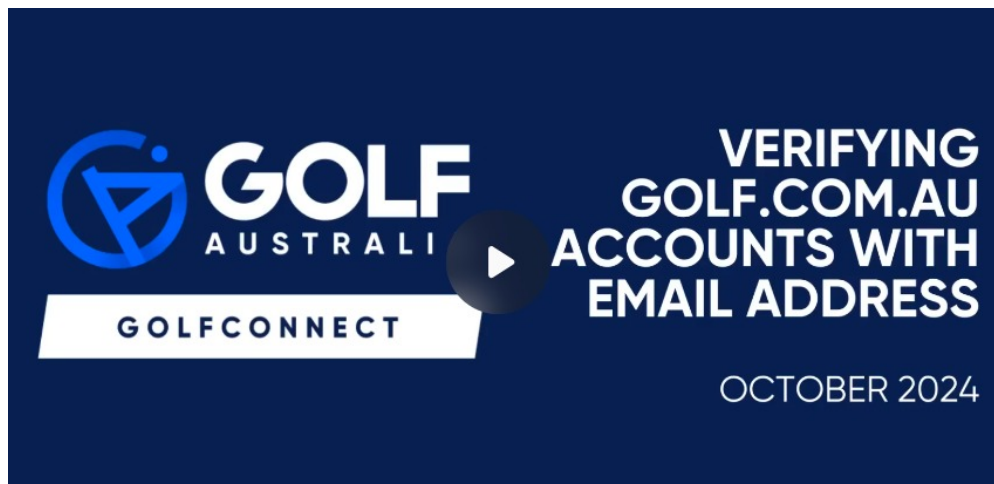
#### **Schedule A – Data Requirements**

To administer the handicapping platform, including the associated digital assets that display handicap records, Golf Australia requires certain data points to be sent through to GolfConnect. A summary of existing data points and new data points is available below.

### **NEW VS EXISTING DATA SUMMARY**

#### *Golfer Data*

Most of the data listed in the section is being passed currently to Golf Australia through GOLF Link. A new data point that Golf Australia requires moving to the GolfConnect platform is the golfer's email address. Golf Australia requires the golfer's email address to verify their identity on the new digital platforms, GOLF.com.au and the new GA Official App. Below is a short video explaining how the email address will be used to verify the golfers account.



For the avoidance of doubt, the information passed by organisations to Golf Australia cannot and will not be used for marketing purposes, unless Golf Australia has obtained permission directly from the golfer. Please refer to clause 9.3 of the agreement.

#### *Course Data*

In the GolfConnect platform, hole-by-hole course data (par, distance, stroke index) will be managed centrally. This is a change from the current practice where data is held locally. This change will allow Golf Australia to better understand the scores being returned on your courses, building on the integrity of the course rating system.

#### **Clause 6.2 – Organisation Obligations**

If your organisation requires assistance or guidance on how to meet its obligations in this agreement, Golf Australia encourages you to reach out to the club and facility support team via [help@golf.com.au](mailto:help@golf.com.au).

### **Clause 12 – Golf Australia’s Limitation of Liability**

The purpose of this clause is to protect the Golf Australia business from the liability that might arise from a failure of the GolfConnect platform. For the avoidance of doubt, we do not anticipate such a failure, however, the clause is required for the protection of the organisation, ensuring it can continue to provide services to affiliates and industry.

### **3. NEXT STEPS – SIGNING THE AGREEMENT**

#### *Q&A Webinar*

We understand that clubs will have questions about the agreement. We invite you to submit those questions, and join us on a webinar so we can address them directly the industry. The first webinar will be held on **Wednesday 9 October at 3pm AEDT** with registration and question submission links below. For the first webinar, we ask that you submit questions by COB Tuesday 8 October so we can tailor the session to the most frequently asked questions, addressing any immediate concerns. We understand that this is short notice, and will hold further sessions as required until the lead up to the deadline.

[QUESTION SUBMISSION](#)

[CLUB/VENUE WEBINAR REGISTRATION LINK](#)

#### *Signing the Agreement and Submitting Other information*

Next week, Golf Australia will be sending organisations a link to sign the agreement electronically. The software we are using is called JotForm. We will also be seeking information from you that is vital to the transition. We will be asking organisations:

- Who the authorised people are at your organisation to sign the agreement
- What their contact details are so we can email them the contract when it is their turn to sign
- Who the authorised people are at your organisation to receive the GolfConnect activation link and set up your organisation's GolfConnect account
- If your organisation uses a GA-Licensed Software Provider and who that provider is (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius, or GolfBox)
- To sign the GolfConnect Service Agreement via electronic signing software (Jotform)

Golf Australia plans to give organisations access to the GolfConnect onboarding platform during the week commencing Monday 4 November 2024. We require the agreement to be executed prior to this, by close of business Friday 1 November 2024. Organisations are encouraged to sign this agreement as soon as you are comfortable. If the organisation has not signed the agreement, a Golf Australia team member will be following up prior to this deadline.

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**For further project information, to discuss any element of the GolfConnect use agreement for organisations, or to change contact details for your organisation please contact:**

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Golf Australia

[help@golf.com.au](mailto:help@golf.com.au)

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