PRIVACY POLICY

1. About this Privacy Policy

This Privacy Policy explains what personal information we collect, why we collect it, how we use it, how we keep it secure, and your rights in relation to it.

For the purposes of the UK law, we will be the “data controller” for all personal data that we hold about you. For further details please refer to the Information Commissioner’s website (www.ico.org.uk).

2. Who we are

We are the Laleham Recreation Ground (“LRG”), a charity registered under registration number 305069. Our contact details are given at the end of this document.

3. What personal data do we collect

Name, postal address, email address, and phone number. If the LRG needs to make a payment to you, then also bank account details. We may also collect digital images of you, via CCTV.

4. How we collect data

We collect personal data that you provide to us. This includes information provided when you join the LRG, make donations, book to attend LRG events, or other events on LRG property, or otherwise provide data to the LRG by web-based form, email, telephone or similar means. Digital images may be collected if you are located outside the Lucan Pavilion.

If you are a person that provides services to the LRG we may collect and process appropriate personal data, eg name, address and bank account details, to allow the LRG to fulfil its contract with you.

We do not collect sensitive personal data.

We do not collect personal data from third parties.

5. Why we collect data

We collect data so that we know who are LRG members, who has donated to the LRG, who needs to be paid by the LRG, who is booking events on LRG property, and so that we can distribute information to LRG members and non-members.

Digital images are collected for the deterrence of crime, and for providing evidence in the event of crime taking place.

6. How the law protects you

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. The law says we must have one of the following reasons:

- To fulfil a contract we have with you.
- When it is our legal duty.
- When it is in our legitimate interest.
- When you consent to it.

A legitimate interest is when we have a business reason to use your information including but not limited to internal administrative purposes, preventing fraud or crime, or ensuring network and information security.

7. How we protect your personal data

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction. We use industry-standard security mechanisms to protect your personal data when it is transmitted over the internet.

Your personal data will be stored in the UK, except as described in the following paragraph.

If you join or renew your membership via the LRG website, or make donations or pay to attend events via the LRG’s website, then your payment (and payment card details) will be handled by a specialist service provider (not by the LRG). That service provider has its own Privacy Policy, a link to which is provided during the payment process. The payment service provider complies with the Payment Card

Industry Data Security Standard (PCI DSS), a standard to which all payment card processors are expected to comply.

If you pay by card in person using a desktop card terminal, then your payment (and payment card details) will be handled by a specialist service provider (not by the LRG).

We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

8. Sharing your personal data

Those LRG members directly involved in LRG management (ie the LRG Committee) or its administration may be provided with your personal information if there is a clear need to do so.

Your personal information may be passed to other LRG members in connection with LRG activities, if you have given permission to do so. You can withdraw this permission by contacting us (see the end of this document).

Other than as described above, we do not disclose your personal data to third parties, or to other members.

9. Retaining your personal data

The LRG has to hold the personal information that you provide (eg by web-based form, email, or phone) in order to complete the membership application process, or to be aware of those persons who have booked events to be held on LRG premises, and subsequently to provide you with other LRG services that are a benefit of membership.

In the case of digital images, these will normally be deleted within 24 hours. However, where a crime may have occurred, images relating to that crime will be retained until they are no longer required as evidence.

In the absence of any legal requirements, your personal data will be retained for as long as necessary for the purposes for which it was provided. We review what information we hold and delete what is no longer required.

10. Your rights

As well as our obligations, and commitment, to respect the privacy of your information, you also have certain rights relating to the personal information we hold about you. These rights are outlined below. None of these are absolute and are subject to various exceptions and limitations. You can exercise these rights at any time by contacting us using the contact details at the end of this document.

You have rights to:

Request access to the information we hold about you (Data Access Request)
You may request access to a copy of the personal information we hold about you.

We can refuse to provide information where to do so may reveal another person's personal data or would otherwise negatively impact another person's rights.

Object to processing (Right to object)
This right relates to the “automated processing” of your data, whereby decisions are made about you without human intervention. Since the LRG does not perform such processing, it is not relevant.

Request a copy of your data (Data Portability)
Where you gave us the information directly, and it was processed electronically, you can request the data we hold on you in a commonly used machine-readable format.

Request that your data is deleted (Right to be forgotten)
You can ask us to delete the personal information we hold about you when it is no longer required for a legitimate business need, legal or regulatory obligations, or for the purposes it was collected for.

Amend or correct your information (Right to rectification)
If you believe that the personal information we hold about you is inaccurate, incorrect or incomplete, please contact us as soon as possible so we can update it.

Restrict the processing of your information (Right to restrict)
You may ask us to restrict our processing of your data whilst we resolve any complaints you have about the way your data is used, require it for a legal claim, or if you think our processing is unlawful but you do not want us to delete your data.

Rights in relation to consent (Right to withdraw)
At any time, you may withdraw any consent that you granted for your personal information to be passed to other LRG members in connection with LRG activities.

When you withdraw your consent, it will not affect the lawfulness of any past activities we have undertaken based on the previous consent.

How we respond to your rights
You can exercise these rights at any time by contacting us using the contact details at the end of this document.

We may need to validate your identity before we can respond to your request. If we are unable to confirm your identity, or have strong reasons to believe that your request is unreasonably excessive or unfounded, we may deny it.

Once we have validated your identity, we aim to respond to your requests within 30 days and no later than three months from receipt of complex requests. We will let you know if we need additional time to complete.

We will let you know whether we accept, or refuse, your request.

11. How to complain

You have the right to take any complaints about how we process your personal data to the Information Commissioner:

https://ico.org.uk/concerns/

0303 123 1113

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

12. Changes to this Privacy Policy

January 2025: Initial version.

We may update this Privacy Policy from time to time, in which case we will post the new version on the LRG's website (https://lucanpavilion.co.uk). If we make any significant changes in the way that we treat your personal data, we will notify you by email.

13. How to contact us

You can contact the LRG as follows:

- By email: lucan.pavilion@icloud.com