

PRIVACY POLICY

INTRODUCTION

Langstone Residents Association is a UK-based association which is dedicated to maintaining and improving the local amenities for residents in the Langstone area.

We will seek to do this through providing information on issues relevant to the local area and representing the interests of members in discussion with local authorities and public bodies. Where appropriate working with other associations and organisations for the benefit of all members.

More details about our aims and values, as well as our history are available from our website:

langstone.org

We value everyone who contacts with us by whatever means and we want to protect your privacy and to make sure the personal data you provide to us is kept safe.

This policy explains how we collect data, how we use and store this information and what it means for you.

We treat all our members and supporters in line with our values and we welcome any feedback on any of our actions. Just email secretary@langstone.org

WHO WE ARE

Langstone Residents Association is a local residents' association and our contact address is Flat 6, Longmead Court, 29 Langstone Road, Havant PO9 1RB.

WHICH INFORMATION DO WE COLLECT?

We collect information in different ways, depending how you contacted us. Please refer to the relevant paragraph(s) below:

If you contacted us directly, in person:

We collect personal information each time you deal with us, for example when you join our association and pay your subscription, make a donation, request materials or information, sign up for an event, provide comments, complete surveys or otherwise provide your personal details.

If you contacted us through our website (e.g. completing information in our Contact Us page):

We collect non-personal data such as IP addresses. We may also collect details of pages visited and files downloaded. Website usage information may be collected using cookies, see the section on Cookies below.

If you contacted us indirectly (e.g. through a friend or association member):

We collect information from other parties such as association members who may have referred you to us and to whom you have given your consent to be referred.

WHAT DO WE DO WITH THIS INFORMATION?

Processing of requests / donations / calls to action / applications to attend events

We may use the personal data we collect to:

- Keep you up to date on news and stories about our activities;
- Ask for financial and non-financial support, such as volunteering or donations;
- Process donations you give us, or to support your fundraising for us;
- Provide information you have requested;
- Provide a personalised service, such as customised website content or personalised emails;
- Keep records of your relationship with us e.g. questions you have asked or complaints you have made;
- Classify supporters by geographic location;

Basis of processing your data

- **Consent:** If you are a member or former member of our association we will process your personal data on the basis of the consent you provide us with. You are free to change your preferences at any time by contacting us by email as shown in the section “You are in control - How to tell us when things change” below.
- **Legitimate interest:** We may also contact you by post or telephone where we have a legitimate interest to do so. For example, where you have previously contacted us in connection with our activities we may continue to send you information about similar activities and associated events. Where you have previously asked us not to contact you in this way we will continue to respect your contact preferences. You can change your preferences at any time or object to us processing your data by contacting us by email as shown in the section “You are in control - How to tell us when things change” below.

Applying to volunteer with us

Where you provide personal data and sensitive personal data when applying to become a volunteer we will process, store and disclose personal data we collect to:

- Support your acceptance as a volunteer;
- Answer any questions you may have;
- If necessary / appropriate, use third parties to provide services such as references, verification of qualifications, criminal referencing, checking services, verification of information you have provided.

HOW AND WHERE WE STORE YOUR INFORMATION

How long ?

We will keep your personal information only for as long as we consider it necessary to carry out each activity.

We have a data retention policy to implement this. We take account of legal obligations and accounting considerations as well as considering what would be reasonable for the activity concerned.

For example we will retain details of subscriptions for up to 5 years to meet accounting requirements.

If you have any questions about our Data Retention Policy please contact us by writing to:

The Secretary
Flat 6, Longmead Court
29 Langstone Road
Havant
Hampshire PO9 1RB

or by email to: secretary@langstone.org

Security

We ensure that we have in place appropriate technical controls to protect any personal data you provide.

We ensure that access to personal data is restricted only to those volunteers whose roles require such access and that suitable training is provided for these volunteers.

We may make limited use from time to time of external companies to collect or process personal data on our behalf. When we do so, we carry out checks on these companies, put in place contracts to make sure our requirements are clear and carry out periodic reviews. When we do use external companies, we remain responsible for the storing and processing of your personal data.

However, we need to remind you that despite all our efforts, the internet cannot be guaranteed to be 100% secure, and that you submit data at your own risk.

Payment security

We offer the ability to make payments directly to us through our UK bank account. If you make a payment to Langstone Residents Association you do so at your risk through the payment method which you select.

We do not accept debit or credit card payments.

Where we store your personal information

We may use cloud-based systems to process data and therefore data may be processed outside of the European Economic Area (EEA). When using cloud-based systems we will adopt the Information Commissioner's approved measures and therefore ensure that personal data will be held in compliance with UK and European data protection regulations. We take all reasonable steps to ensure that your data are stored and processed securely in accordance with this policy. By submitting your personal data you agree to this transfer, storing and processing of your information.

WHEN WE SHARE YOUR INFORMATION

We do not share or swap your information with any other organisations.

Legal duty

We may need to pass on information if required by law or by a regulatory body. For example, if asked for details by a law enforcement agency.

COOKIES

What are Cookies?

We may collect data using cookies. A cookie is a text file that may be sent from our website as soon as you visit the site. It is stored on your computer's hard drive and helps us to identify your computer (not you) and collects information in an aggregate, anonymous way.

Cookies may be used to collect information about your visit to our website, for example, traffic data, location data, device information, the date and time of your visit and the pages that you visit.

The use of cookies is an industry standard for most major websites. You can find more information about cookies by following these two links.

<http://www.allaboutcookies.org>

<https://www.aboutcookies.org>

Langstone Residents Association's use of cookies on our website

We may use the cookie data that we collect to:

- customise the content on our website and to help to understand our visitors' current and future needs;
- process any requests, applications or transactions you may make;
- aid internal administration and analysis.

Managing cookies

Most browsers allow you to turn off the cookie function. To do this you should look at the help function on your browser.

Third party cookies

Langstone Residents Association may work with a number of third party suppliers who may set cookies on our website to enable them to provide us with services. These will usually be used for reporting and advertising purposes so we can improve the way we communicate.

We may use websites such as YouTube and Vimeo to embed videos and you may be sent cookies from these websites. We do not control the setting of these cookies, so we suggest you check the third party website for more information about their cookies and how to manage them.

Langstone Residents Association may also use third party suppliers (such as Facebook and Google Analytics) and these providers may use cookies. They may also use tracking pixels, which are commonly found in advertising to track the effectiveness of advertisements.

As some of these services may be based outside of the UK and the European Union, they may not fall under the jurisdiction of UK courts. If you are concerned about this you can change your cookie settings (see above) and can find more information from the Information Commissioner's website www.ico.org.uk.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

YOU ARE IN CONTROL - HOW TO TELL US WHEN THINGS CHANGE

Preferences

You can change your preferences on what you receive from us or how we contact you, by mail or email, at any time.

You can do so by:

Emailing us on: secretary@langstone.org

Writing to us at:

Langstone Residents Association
Flat 6, Longmead Court
29 Langstone Road
Havant
Hampshire PO9 1RB

Updating your details

We do appreciate it if you keep your details up to date. You can do so in the same way as updating your preferences (above).

We may use Post Office / Royal Mail address search, postcode lists or other available sources to confirm data that you provide us with, where, for example, we are unsure of what you have completed on a form.

We will not use these sources to create data that you have chosen not to provide, for example, if you have left a telephone number blank; nor will we automatically update changes of address, we will normally only update your address when you tell us it has changed.

Telling us to stop processing

You have the right to ask us to erase your personal data, to ask us to restrict our processing or to object to our processing of your personal data. You can do so at any time by writing to us at:

The Secretary
Langstone Residents Association
Flat 6, Longmead Court
29 Langstone Road
Havant
Hampshire PO9 1RB

Your rights under the General Data Protection Regulation

You have the right to request details of the information we hold about you. To receive a copy of the personal information we hold please write to our Secretary at the address given below. We will respond within 28 days of receiving your letter. For more information about your rights under the General Data Protection Regulation you can visit the website of the Information Commissioner's Office.

CHANGES TO LANGSTONE RESIDENTS ASSOCIATION PRIVACY & SECURITY POLICY

Changes to this Policy

This policy was established in June 2024. We may amend this policy from time to time to take account of changes to our processes or changes to data protection or other legislation. If we make any significant changes to this policy we will show this clearly on our website, in our publications such as our Newsletter or by writing to you directly. By continuing to use our website and/or continuing to contact us by email you will be deemed to have accepted these changes.

Feedback

We welcome feedback or questions on this policy or on any of our actions by

Emailing us at: secretary@langstone.org

Writing to us at:

The Secretary
Langstone Residents Association
Flat 6, Longmead Court
29 Langstone Road
Havant
Hampshire PO9 1RB

Langstone Residents Association
June 2024