

# Orford House Social Club and Institute Privacy Notice

This privacy notice tells you how Orford House Social Club and Institute (“the Club”) collect, use, and protect your personal information.

## Contact details

If you want to contact us about this privacy policy you can email:

info@orfordhouse.org

## What information we collect, use, and why

We collect or use the following information from our members for the **purpose related to their membership** ie renewals, notifying changes in membership fee, membership surveys, etc. We rely on legitimate interest to use your personal information in this way:

- Names and telephone and email contact details
- Addresses
- Membership information, including registration details (and customer account details if you have registered for our App)
- Vehicle registration details
- Marketing preferences
- Photographs linked to your membership card

We collect or use the following information from our members for **service updates or marketing purposes** (by email or push notification if you have opted into updates and marketing). We rely on consent to use your personal information in this way:

- Names and contact details
- Addresses
- Marketing preferences
- Photographs and video (we may upload photographs and videos of events at the Club to our website and social media accounts and this may include

photographs of members and other visitors to the Club). Social media sites have their own terms and conditions and privacy policies for which we are not responsible.

We collect or use the following information from visitors to the Club, including guests, suppliers and service providers, **for the legitimate aim of ensuring the effective running of the Club** without causing an undue risk of harm to anyone. We rely on legitimate interest to use personal information in this way:

- Names and contact details
- Addresses
- Photographs and video (we may upload photographs and videos of events at the Club to our website and social media accounts and this may include photographs of members and other visitors to the Club). Social media sites have their own terms and conditions and privacy policies for which we are not responsible.

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- Your right to erasure - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- Your right to object to processing - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us at [info@orfordhouse.org](mailto:info@orfordhouse.org).

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information is set out above. We also rely on legal obligation – we may have to collect or use personal information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

## Where we get personal information from

- We get our information directly from members who make a membership application or when we subsequently request it. When you apply for membership we will ask for your consent to use your information for service updates and marketing. When you renew your membership you agree to renew this consent unless consent has been withdrawn. You can withdraw consent at any time by emailing [members@orfordhouse.org](mailto:members@orfordhouse.org).
- We get personal information from visitors, suppliers and service providers when they make a booking, attend the Club or otherwise provide information.
- We also get personal information via CCTV footage or other recordings at the club. We use this for the prevention and detection of crime, to prevent accidents and investigate complaints or incidents.

## How long we keep information

We keep your personal information while you remain a member of the Club and for 3 years after you cease to be a member of the Club.

We usually keep CCTV footage for approximately 5 weeks, but longer if necessary to comply with our legal obligation.

## Who we share information with

We share information with our employees, service providers and data processors whose work is essential for the delivery of our services to you.

We share information with the police, regulatory bodies, insurers and local and national government authorities if required for them to carry out their functions.

We will never share your personal information with third parties for marketing purposes.

### Data processors with whom we share information:

Club Control, for the management of our membership database and app

GoCardless, for managing subscription and membership payments

Xero, for managing bar and other payments

Wix and Paypal, for processing member registration where people join through those portals

Mailchimp and Whatsapp, for communications to members

We have a joint controller relationship with Club Control. We process your personal information with that joint controller for the following reason: Our membership database is held by Club Control.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us by emailing [info@orfordhouse.org](mailto:info@orfordhouse.org).

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Updates

This policy was last updated on 29 October 2024.

Any updates or changes to this policy will be posted on our website [www.orfordhouse.org](http://www.orfordhouse.org)

