

The L&NWR Society Privacy Notice

What this privacy notice covers

The L&NWR Society is committed to protecting your personal information. In this notice, references to 'we' or 'us' means the L&NWR Society. This notice explains how we collect and use the personal information about you.

Who we are

The L&NWR Society is a charitable organisation registered number is 1110210.

The LNWR Society was founded in 1973 to collect and disseminate information about the L&NWR and its successors. To help achieve its objective, the Society, which has charitable status, has been acquiring an ever-growing archive based at Kenilworth, currently some 23,000 catalogued items with approximately 20,000 photographs. The Society also provides members with quarterly publications in the form of a Journal and Newsletter. In addition, other publications are provided, either as part of the membership fee, or at discounted price.

As well as the first-class publications already described, members can gain full access to a wide range of information through the Society's web site; www.lnwrs.org.uk. These include details of Society events, a glossary of LNWR terminology, modelling information, LNWR staff information and searchable indexes of the Society's archives of photographs, drawings, books and articles. Copies of drawings, photographs, archive material and L&NWR publications are available to members at specially discounted prices.

The L&NWR Society is a data controller under the data protection rules and our Data Protection Champion is John Gowers contactable at the L&NWR address given below or by email chairman@lnwrs.org.uk

Information we gather

We collect information in the following ways:

Information you give us

When you become a member, volunteer, or customer of the L&NWR Society you will give us information. You may also give us information when using our website or Membership system. Information may include your name, date of birth, postal address, email address, phone number, financial and credit card PayPal information.

Information we get from your use of our website and services

Each time you visit our website or Forum, we may automatically collect certain information. This information includes technical information, such as Internet Protocol (IP) addresses used to connect your computer to the internet, your login information, browser type and version, browser plug-in types and versions, operating system and platform and information relating to what pages you have viewed (e.g., using cookies as described further below).

When you enter competitions, the following information may be collected and shared with organisers, and results may be published: Membership Number, First Name, Surname, Email, Address, Phone number, Model Railway Club info.

In accordance with our competition entry documentation, photography and video may be taken at events, and these images may be used on our website, social media platforms and promotional / internal documents.

Information about you from third parties

We work closely with third parties (including, for example, the L&NWR Society business partners, associate bodies, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers,) and may receive information about you from them.

How we may use your information

We rely on the legitimate interest basis to use your personal information in some circumstances. For example, when you apply to become a member of the L&NWR Society, we have a legitimate organisational interest to use your information to respond to you and give you the benefits of being a member as explained on the Website regarding features of being a member.

We also rely on obtaining your consent to use your personal information. For example, we will seek your consent to receive marketing via email and post about the L&NWR Society.

We may use your information for a number of purposes including the following:

1. Compliance with legal, regulatory, and corporate governance obligations and good practice
2. To provide you with information about our activities that you have agreed to receive.

We use profiling and screening techniques (survey of your interests, etc.) to ensure communications are relevant and timely, and to provide an improved experience for our members and individuals. When building a profile, we may analyse geographic, demographic and other information. Profiling allows us to evaluate and therefore understand our members and individuals with whom we may have a formal relationship. We do this because it helps us to make appropriate communications to our members and to those individuals who we have a formal relationship with.

We do not carry out profiling in relation to children.

We will use the profile to:

1. Ensure we know how you prefer to be contacted
2. Your preferences regarding the LNWR and other related activities
3. Keep a record of your relationship with us.

We will use the information we get from your use of our website and services to:

1. administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
2. improve our website to ensure that content is presented in the most effective manner for you and for your computer.
3. allow you to participate in interactive features of our service when you choose to do so.
4. as part of our efforts to keep our website safe and secure.
5. make suggestions and recommendations to you and other users of our website about goods or services that may interest you or them; and
6. any other reasonable purposes of the L&NWR Society, acting always in accordance with the data protection law (as amended from time to time).

We will use the information you give us to:

1. perform services you have requested (such as providing you with Membership Benefits or providing you with information you have asked for).
2. administer various activities, for instance by organising Open Days and Area meetings.
3. provide you with information about other goods and services that we offer that are similar to those that you have already purchased or enquired about;

4. notify you about changes to our service, including but not limited to any changes to the Member Benefits.
5. ensure that content from our website is presented in the most effective manner for you and for your computer; and
6. any other reasonable purposes of the L&NWR Society, acting always in accordance with the data protection law (as amended from time to time).

Marketing

We may contact you for marketing purposes by email or text message if you have agreed to be contacted in this manner. By subscribing to the L&NWR Society emails or opting in to email communication from the L&NWR Society, you grant us the right to use the email for communicating with you about Society business, products or services.

We may include information from other organisations in these communications.

It is your choice as to whether you want to receive information about our work, how we raise funds and the ways you can get involved. If you do not want us to use your personal information in these ways please tick the relevant box situated on the form on which we collect your data.

You may opt-out of our marketing emails at any time by clicking the 'unsubscribe' link at the end of our marketing emails.

We will not use your information for marketing purposes if you have indicated that you do not wish to be contacted for such purposes. However, we will retain your details on a suppression list to help ensure that we do not continue to contact you.

Information Sharing and Disclosure

We may share your information with the following selected third parties:

1. Online mail distribution organisations for the distribution of e-Newsletters, eBooks, Notices, and other types of digital publications from the Society.
2. Postal services for the distribution of Newsletters, Books, Notices, and other types of publications from the Society.
3. Analytics and search engine providers that assist us in the improvement and optimisation of our website.

We may disclose your personal information to third parties:

1. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply other agreements.

We require third parties to comply strictly with our instructions and data protection laws and we will make sure that appropriate controls are in place. We enter into contracts with all of our data processors and regularly monitor their activities to ensure they are complying with the L&NWR Society's policies and procedures.

We may disclose your personal information to third parties if we are under a duty to disclose your personal data in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).

Users under 18

If you are under 18 and would like to get involved, please ensure that you have consent from a parent or guardian before giving us your personal information. When we collect data about a child or young person aged under 18 we will make it very clear as to the reasons for collecting this data and how it will be used.

Keeping your records

We keep records only for as long as required to operate the service in accordance with legal requirements and tax and accounting rules.

We may retain non identifiable data for statistical purposes for longer than 6 years.

Where we may store your information

The data that we collect from you will be transferred to and stored on the L&NWR Society's online system controlled by the Membership Secretary (Data Controller). This data will be used by trustees and officers (Data Processors) to carry out their duties related to under the constitution.

By submitting your personal data, you agree to this transfer, storing or processing.

The L&NWR Society will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Notice.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website and/or forum, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Your rights

You have the right to:

1. Have any inaccuracies in your data corrected. If you would like to update the details, we hold about you other than online, please contact our Data Protection Champion, the Secretary via telephone, email or by letter.
2. Request that we delete your personal data, and the right to be forgotten
3. Request that we do not process your personal data for marketing purposes.
4. You have a right to request a copy of the personal information we hold about you. We require you to prove your identity with two pieces of approved identification. Please address requests to the Data Protection Champion and we will respond within one month, of receipt of your written request and confirmed ID. Please provide as much information as possible about the nature of your contact with us to help us locate your records. This request is free of charge unless the request is manifestly unfounded or excessive.

Changes to this notice and the way we treat personal information

We may update the terms of this privacy notice at any time, so please do check it from time to time.

We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address you have provided to us or by placing a prominent notice on our website. By continuing to use our website and forum you will be deemed to have accepted such changes.

Enquires and Complaints

The Data Protection Champion is the first point of contact regarding any enquires arising from this Privacy Notice. Where possible, please raise all enquires in writing.

If you are unhappy with our work or something that we have done or failed to do, please inform us in writing. The L&NWR Society will acknowledge receipt of all complaints and will endeavour to investigate the complaint within 15 working days

All complaints should be sent to:

The Secretary
The L&NWR Society
Unit 6A
Princes Drive
Industrial Estate
Kenilworth
CV8 2FD

You may also complain directly to the Information Commissioner's Office if you are concerned with how we are handling your personal information using their online form which can be found here: <https://ico.org.uk/concerns/handling/>.

Changes to this Notice

We may change this Privacy Notice from time to time. If we make any significant changes in the way, we treat your personal information we will contact you directly.

This Privacy Notice was last updated 18th July 2022.