

LOUTH NAVIGATION TRUST

is committed to the protection of your rights and your privacy.

OUR PRIVACY PROMISE

We are committed to protecting the privacy of our supporters. We take your privacy seriously and treat your contact details with great care.

We value and respect all the people whose support helps us to care for Louth Navigation for future generations.

Our Privacy Policy explains how we collect, store and use the personal information you give us. If you have any questions concerning your personal data and how we look after it or you would like to update how we contact you then please tell us at secretary@louthcanal.org.uk.

WE PROMISE

- To be clear about why we need to collect your contact details and what we are going to use them for
- To make it easy for you to tell us how you would like us to keep in touch
- To only collect the information we need to make sure we deliver the best service
- To never sell or share your personal information, or let other organisations use it for marketing
- To take good care of your personal information and make sure it is up to date, safe and secure at all times

POLICY OVERVIEW

We collect contact details from supporters who apply to become Members, make a donation and from those who get in touch with us directly. We do this both electronically and in paper format and details are stored on the Trust's database.

We use the information you share with us to:

- Carry out reasonable administration of your membership, donations, bookings and volunteering
- To keep in touch with you in the way that you want us to

WHAT INFORMATION DO WE COLLECT AND HOW?

We collect the personal information you give us which helps us to keep in touch, this includes:

- Name and address
- Email address and telephone numbers
- How you would like to hear from us
- Details of membership, Gift Aid Declarations and donations
- Details your volunteering activity
- Interaction with our social media page

WHAT DO WE DO WITH YOUR INFORMATION?

PROCESSING

If you have joined as a Member we will send you information about the trust's activities and email or post newsletters. We will also send you information about membership renewal

Please do let us know if your details have changed.

General Data Protection Regulations (GDPR) 2018: This policy was last updated on 18/ 04/2018

COMMUNICATIONS

We may at times invite you to events for fundraising, or ask you if you are able to support us further but only if appropriate and in line with this privacy policy.

We will only contact you by email if you have told us you would like to hear from us this way. You can unsubscribe at any time.

We will never sell or pass on your personal information, or let other organisations use it for their own purposes.

WHO WILL HAVE ACCESS

Your information will only be accessible to our officers if it is appropriate in order for them to carry out their role in line with this Privacy Policy.

We will only share your personal information where:

- We are legally required to, or as a result of a lawful request by a governmental or law enforcement authority.
- You have agreed for us to claim gift aid

HOW DO WE KEEP YOUR INFORMATION SAFE?

The security of your information is paramount to us.

We also regularly review our measures to ensure they are up to date and in line with latest developments, particularly when we are handling payment information.

We will hold your contact details for as long as reasonably necessary to administer your membership with us.

We do not gather personal information when you visit our website. However, our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

HOW TO GET IN TOUCH AND UNDERSTANDING YOUR RIGHTS

You have the right to a copy of the information we hold about you.

You also have the right to have your contact details removed from our database

If you need help or have any questions about this policy and your rights with regard the processing of your contact details get in touch:

Secretary, Louth Navigation Trust (Charity register 1119812)
Navigation Warehouse
Riverhead Rd
Louth LN11 0DA

For broader advice and guidance please contact the data protection regulator:
Information Commissioner Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625-545700
Fax: 01625 524510