Stobswell Forum
Privacy Policy

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your membership with us or through your interaction with our website – www.stobswell.org.uk or Social Media pages.

This notice applies to you if you have registered to become or are a member or Friend of Stobswell Forum or use of our website. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU
When you registered with us, you may have provided but not limited to the following information:

- personal contact details that allows us to contact you directly such as name, title, postal and email addresses and telephone numbers;
- date of birth;
- gender
- records of your attendance at any events hosted by us;
- images in video and/or photographic form and voice recordings of events;
- your marketing preferences so that we know whether and how we should contact you;

2. WHERE WE COLLECT YOUR INFORMATION
We typically collect personal information about our members when you become a member or Friend of Stobswell Forum, in person or online at www.stobswell.org.uk or our Social Media pages, It may also be collected from members and Friends of Stobswell Forum when you make a query and/or when you correspond with us by phone, e-mail or in some other way.

3. COOKIES

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally.

These pieces of information are used to improve services for you, for example:

· enabling a service to recognise your device so you don't have to give the same information several times during one task;

· recognising that you may already have given a username and password so you don't need to do it for every web page requested;

The use of cookies is now standard for most websites. If you are uncomfortable with the use of cookies, you can manage and control them through your browser, including removing cookies by deleting them from your 'browser history' (cache) when you leave the site.

Links to other websites

Our website may contain links to other websites of interest. However, once you have followed these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

4. USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal information used	Lawful basis
To administer any membership, you have with us and managing our relationship with you	All contact and membership details, payment method information, records of your interactions with us.	This is necessary to enable us to properly manage and administer your membership contract with us.
To send you information about the Forum and any relevant updates of general interest	Contact and membership details.	This is necessary to enable us to properly manage and administer your membership contract with us.
To send you other information we think you might find useful or which you have requested from us, including our newsletters and information about the Forum	Contact details.	This is necessary to ensure you get the full benefit of your relationship with the Forum
To answer your queries or complaints	Contact details and records of your interactions with us.	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your membership or you approach us with an enquiry.

Retention of records	All the personal information we collect.	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records to properly administer and manage your relationship and run our Forum and in some cases, we may have legal or regulatory obligations to retain records.
The security of our IT systems	Your usage of our IT systems and online portals.	We have a legitimate interest to ensure that our IT systems are secure.
To conduct surveys for research purposes.	Records of your details and information we collect.	We have a legitimate interest in doing so to ensure that our members have the opportunity to provide feedback to the Forum
For the purposes of promoting the Forum and our events	Images in video and/or photographic form from Forum events	Images will normally be without personal information, name etc. unless you have given us your explicit consent to do so.
To administer your attendance at events you attend	All contact and relationship details,	This is necessary to enable us to register you on to and properly manage and administer your attendance to the event.