



MEMBER'S PRIVACY STATEMENT

This Privacy Statement (the 'Statement') explains the personal information we collect from you, either directly or indirectly, and how we will use it. The Statement also covers the choices you can make about the data we collect, and how you can control these decisions.

Please read this Statement carefully to understand when you may provide personal information to us and how we intend to use the personal information provided.

Lawful Basis for Processing

The Royal Lyminster Yacht Club processes personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Depending on the purpose, we process personal information because:

- it is necessary to administer your membership and provide the services you request;
- it is necessary to comply with our legal obligations;
- it is in the Club's legitimate interests to communicate with members, organise Club activities and operate the Club effectively; or
- you have given your consent where this is required or where you have chosen to do so.

Where the Club relies on legitimate interests as the lawful basis for processing personal information, we consider whether the processing is necessary, whether members would reasonably expect it to take place as part of their membership, and whether it has any undue impact on members' privacy or rights. We keep this assessment under review.

The Club respects privacy and your rights to control your personal data. Our principal guidelines are simple. We will be clear, honest and open about the data we collect, what we propose to do with it and why. Your data is carefully protected by us.

The primary purpose of collecting your data is to be able to manage your membership of the Club and to improve the membership experience of yourself and your fellow Club Members.

To make the information in this Statement easy to understand, it is structured to highlight different occasions when a member would potentially share information with the Club. It is broken down into the following four segments:

1. Being a member of the Club;
2. Participating in events whether as a participant or a volunteer;
3. Spending money at the Club;



4. The Club official website.

Other sections give more detail about:

- [How We Use Your Personal Information;](#)
- [How We Communicate](#)
- [Sharing and Disclosure;](#)
- [How to Access and Control Your Personal Information;](#)
- [Other Important Privacy Information;](#) and
- [How to Contact Us](#)

1. BEING A MEMBER OF THE CLUB

In order for us to provide you, the members, with the best possible service we are required to capture and hold accurate data about you. This data is held both electronically in the Club's systems and in paper form where appropriate.

Certain elements of your personal information will be accessed by designated persons including Club Employees and elected Officers of the Club e.g. members of the General Committee, including Flag Officers and Trustees.

Being a member of the Club you will also interact with the Club. This may be by telephone, browsing the website; corresponding by email or using social media (e.g. Twitter, Facebook etc.) Whilst you interact with these services, you may voluntarily provide personal information, such as your name and email address during these interactions.

In addition members pay a subscription based on age, location and duration of membership; in order for the Club to levy the correct membership rate certain data is required: including age derived from date-of-birth, address and date of joining.

We collect: name and contact information as well as information about yachts and craft that you may own, date of birth and date of joining.

Lawful basis: Performance of the membership contract and the Club's legitimate interests.

We use this information to:

- administer your membership;
- communicate about Club governance, sailing activities, events, hospitality and safety matters;
- manage subscriptions and member records;
- provide information which members would reasonably expect to receive as part of their membership, including Club news, sailing activities, governance information and operational updates.



2. PARTICIPATING IN EVENTS

In order to participate in events (on or off the water) you will need to submit information to enable you to register for the event, and in order to improve the member's experience we also capture information about the member for use at the event.

Once you have decided to participate in or attend an event, we offer a way for members to buy directly from us on the website or at the Club. When you purchase event tickets or register for an event, you may be asked to provide information so that we can complete your purchase. It may also include dietary requirements including allergies and, where it may be relevant to your well-being whilst participating in the event, certain information about your current state of health.

The Club relies heavily on volunteers. The Club keeps a log of volunteers and their activity so that they can be called upon to volunteer again and so that they can be rewarded for volunteering by invitation to the relevant party.

We collect: In addition to the data collected through being a Member of the Club we also collect certain information about whether you are a registrant or a volunteer. If appropriate we also collect delivery/shipping address, payment information, dietary requirements and health information.

Why: We use this information to manage the event, help with any attendance issues, complete your transaction, follow up with you about your purchase, handle purchase returns, and ticket cancellations, and other issues related to your attendance. **Please note, we do not store any payment or credit card information. We only use payment information in connection with the purchase of goods and services.**

3. SPENDING MONEY AT THE CLUB

When you spend money at the Club you will most often use your Club card. This card identifies you as a member of the Club and secures you a discount on goods and services as well as acting as a key for the Club external security system. The card is used as a debit card; in order for this to work the Club needs to keep a balance on each members account so that your purchases can be made against the card and when the card balance is depleted it can be topped up.

The Membership card contains a unique membership identification number which we use to help identify your membership account.

You may also decide to pay cash or use a credit card to pay for goods and services including, for example, regalia.

We collect: In addition to the data collected through being a Member of the Club we also hold your password and passwords hints. (Please note, your password is stored so that



it cannot be recovered (or disclosed) by anyone, including employees of the Club and our IT suppliers.

Why: We collect this information to help make sure your attendance at events goes smoothly, and so that we can plan for the events, and to make sure that we are offering you the right service options based on your dietary requirements. We will also use your email address to send you notifications about events such as postponements due to bad weather, special offers, and last minute changes.

4. THE CLUB OFFICIAL WEBSITE

The website is hosted in North America by the vendor of our Membership software, Jonas. Your data is held securely on IT Servers in either Canada or in the United States of America. The website holds your membership data including your account balance and details of what you have spent at the Club. This personal website information is only available to you and you alone using your log in.

The Members' Directory is only available to authenticated members through the secure Club website.

Members may choose whether certain contact details are displayed within the directory. These preferences can be changed at any time through the member portal or by contacting the Club.

The website also holds lists of members activity in sailing events via the results tables. It also enables "Groups" to communicate with each other securely about private activities e.g. "The Wheelies" about cycle rides.

Displaying personal information within the Members' Directory is a separate processing activity from communicating with members. Members may choose whether their directory details are visible to other authenticated members.

We collect: Boat owner's name; crew names; boat name, type sail number; participation in Groups e.g. Golf or Wheelies. We also capture meta data about which areas of the site are accessed in order to determine areas that can be improved or removed.

The Club may also provide information online via internet cookies or similar technologies when you visit our website.

We collect: IP address, and information provided by cookies or similar technology.

Why: We use this information to share news about events and products offered by the Royal Lymington Yacht Club. Additionally, the IP address helps us to understand geographic information about our website visitors better so that we can improve our website for everyone.



HOW WE USE PERSONAL INFORMATION

The Club uses the data we collect to deliver the Products and Services that the Club offers, which includes using data to improve and personalise your experiences. We also use the data to communicate with you, for example, informing you about your account, new events or services available, security and other types of updates.

The Club uses the data for the following purposes:

- Enabling the membership service;
- Member support;
- Communication and advertising forthcoming events;
- Business operations.

Enabling the membership service

We use data to provide and improve the membership experience. It enables us to secure the premises against access by unauthorised non-members; to deliver discounted food and beverage to members (and only members); to update members by email and / or by letter about social, legal and compliance issues; to manage the subscription rates accurately and automatically change membership bands based on age etc.

Membership Support

We use data to help resolve member's problems by dialogue using the phone or by email.

Communication and advertising forthcoming events

We use anonymised membership data to improve our membership services and to offer members new services and events. This includes ePotter News and notifications of the AGM.

Business Operations

The Club uses anonymised data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business.

HOW WE COMMUNICATE

The Club communicates with members as an essential part of membership.

This includes:

- governance matters
- AGM notices



HRH The Princess Royal KG KT GCVO GCStJ, QSO CD

- committee communications
- sailing information
- safety notices
- event information
- information about Club facilities, services and events
- operational updates

Depending on the nature of the communication, the lawful basis will usually be the administration of your membership (performance of our contract with you) and/or the Club's legitimate interests.

Members may opt out of marketing communications where applicable, although certain operational or governance communications are an essential part of membership and cannot be opted out of.

SHARING AND DISCLOSURE

The Royal Lyminster Yacht Club does not and will not sell or pass personal information about our members to ANY external party other than those we inform you about in advance. We only disclose your data as authorised in this Statement. We may share information with the following types of third parties.

Who We May Disclose your Personal Information to and Why

- **Third Party Vendors.** The Club uses a variety of third party vendors to carry out services like website management and hosting, online Product purchases and shipping, online dining reservations, credit card processing and email communications. We only share your personal data as necessary to complete a transaction, provide a Product or Service you have requested or authorised and only with vendors or agents working on our behalf for the purposes described in this Statement.

In this case, your personal information will be shared with these agents or contractors but only for the purpose of performing services on behalf of the Club and in accordance with this Statement. The up-to-date list of these parties may be requested from the Club at any time.

- Parties with whom it might be necessary for the following reasons:-
 - when we reasonably believe it to be required by law or in connection with legal proceedings;



- to prevent harm to the Club or its customers;
 - for the prevention and detection of crime or the apprehension or prosecution of offenders;
 - to maintain the security of our Products or to protect the rights or property of the Club.
- Parties with whom it might be necessary in order to complete a financial or corporate transaction by the Club such as a merger or sale of assets.
 - Participants in events to which you are attending as a member e.g. regattas, dinners. We will only disclose that information which is required for the event.

We may also share non-personal information such as aggregated data with our partners or publicly. We may, for example, inform a yachting magazine that the Club has a certain number of members, or that a certain number of member's yachts participated in a regatta.

HOW TO ACCESS AND CONTROL YOUR PERSONAL INFORMATION

You can review, edit or delete your personal data by contacting the Club directly to privacy@RLymYC.org.uk. NOTE – there are certain minimum amounts of personal information which cannot be deleted whilst you are still a Member of the Club. These fields are your name and one method of contact information.

You can always opt out of receiving promotional emails and other types of marketing communication from us.

Royal Lyminster Yacht Club Account

If you wish to access, edit or remove your personal information (where permitted), change your password, close your membership account or request deletion of your personal data you can do it by sending us an email to privacy@RLymYC.org.uk, or by registered letter to the Club. We will respond to any request to access or delete your personal data as soon as possible, but certainly within 30 days. In accordance with the Articles of Association the Club requires a member to supply a minimum amount of data to facilitate membership; a request to delete all membership data would therefore be a de facto request to resign membership.

Data Security

The Club is committed to protecting the security of your personal data. We use a variety of IT industry approved security technologies and comprehensive procedures to help protect your personal data from unauthorised access, use or disclosure.



For example, we store the personal data you provide on computer systems that have are in controlled facilities and can only be accessed through provision of the correct authentication credentials which are regularly updated.

When we transmit data over the Internet, we protect it using strong levels of encryption.

While no service is completely secure, the Club takes precautionary measures to help prevent the loss, theft, misuse and unauthorised access, disclosure, alteration and destruction of your personal information. Additionally, your data is protected with encryption, such as Transport Layer Security (TLS), during transition over the Internet. Additionally, your password is stored using one-way hash, which means that it cannot be recovered (or disclosed) by anyone, including the Club's employees and our IT suppliers (it can only be reset).

Your personal information is stored on servers that are kept in a controlled environment with limited access. While we take reasonable precautions to guard personal information we collect from you, no security system is impenetrable.

You can only access your Club account information through the use of an individual user login and password. To protect the confidentiality of personal information, you must keep your password confidential and not disclose it to any other person. Please alert us immediately if you believe your password has been misused. Additionally, always logout and close your browser when you finish your session.

Please note, we will never ask you to disclose your password in an unsolicited phone call or email.

If you have any questions about the security of your personal information, you can contact us at privacy@RLymYC.org.uk.

Other Important Privacy Information

Our Policy towards Children

The Club will hold personalised data about young members of the Club, participants in Wednesday Junior Sailing and Youth week etc. only with permission from the child's guardian or parents.

Where We Store and Process Personal Data

Personal data collected by the Club will be stored and processed in the UK and in North America where Jonas, the Club's Membership System suppliers, are based.

Our Retention of Personal Data

The Club retains personal data for as long as necessary to provide membership services, and complete the transactions members have requested, and for other essential



purposes such as complying with our legal obligations, and resolving disputes and enforcing our agreements. Because these needs can vary for different data types in the context of different products or services, actual retention periods can vary significantly.

Changes to Our Privacy Statement

The Club may modify or update this Statement when necessary to reflect customer feedback and changes in our products and service.

When we update this Statement, we will revise the 'Last Update' date at the top of the Statement. If there are material changes to the Statement or in how we use your personal data, we will notify you either by sending you a notice of such changes before they take effect or by directly sending you a notification.

How to Contact Us

If you have any questions about the use of your personal information, please send us an email to privacy@RLymYC.org.uk.

The Royal Lymington Yacht Club is a data controller for personal data we collect and process through the Products and Services subject to this Statement. Our address is Royal Lymington Yacht Club, Bath Road, Lymington SO41 3SE.

Kirsty Husband, the General Manager (Operations) is our data protection officer and can be contacted at the following address: Royal Lymington Yacht Club, Bath Road, Lymington SO41 3SE or via email at privacy@RLymYC.org.uk.

Members are entitled to contact the Information Commissioner's Office if they have any concerns about the way in which the Club collects, processes and uses their personal information. The ICO can be contacted on 0303 123 1113.