PRIVACY NOTICE

This notice explains how we collect, use, store, and protect personal data in accordance with applicable data protection laws, including the UK GDPR and Data Protection Act 2018.

Categories of data we process

- Identification and contact information
- Property, membership, or account related information
- Financial information required for payments or invoicing
- Records of communications, enquiries, and interactions
- Technical data (e.g., IP address, device information) when accessing our digital services

Purposes of processing

We process personal data to:

- Administer membership, accounts, and services
- Communicate operational updates, notices, and statutory information
- Manage payments, billing, and financial records
- Maintain safety, security, and compliance
- Improve our services and digital platforms

Legal bases for processing

- Performance of a contract
- Compliance with legal obligations
- Legitimate interests (e.g., effective administration, service improvement)
- Consent, where required

Data sharing

Personal data may be shared with professional advisers, service providers, regulators, or authorities where legally required. We do not sell personal data.

Retention

Data is retained only for as long as necessary to fulfil the purposes above or to comply with statutory requirements.

Your rights

You have rights to access, rectify, erase, restrict, or object to processing, and to data portability. You may also lodge a complaint with the ICO.

Contact

For enquiries or to exercise your rights, contact: Rob Jefferies General Manager