

Royal Clarence Marina Residents Association

PRIVACY NOTICE

1. Introduction

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data and keep it safe.

We know that there's a lot of information here but we want you to be fully informed about your rights, and how the Royal Clarence Marina Residents Association (RCMRA) uses your data.

We hope the following sections will answer any questions you have but if not, please do get in touch with us.

It's likely that we'll need to update this Privacy Notice from time to time. We'll notify you of any significant changes, but you're welcome to come back and check it whenever you wish.

When you are using the RCMRA website or social media, RCMRA is the data controller.

2. What is the Royal Clarence Marina Residents Association (RCMRA)?

The Royal Clarence Marina Residents Association (RCMRA) was started by a small group of residents who bought properties in the Royal Clarence Marina development in 2005. In May 2010, the informal group became a properly constituted Residents Association, with an official committee.

Membership is open to owners and tenants of homes in Royal Clarence Marina (East of Weevil Lane). There is a small annual subscription of £10 per household (to help cover incidental expenses).

Meetings are held two or three times a year to update members and seek their views on these matters, to discuss problems and to agree possible solutions.

RCMRA has a website at www.rcmra.co.uk which has both public and a password protected members only area, which includes a closed discussion group or Forum intended for members to raise issues and problems for discussion and comment and to exchange information.

3. Explaining the legal bases we rely on

The law on data protection sets out a number of different reasons for which a company or organisation may collect and process your personal data, including:

Consent

In specific situations, we can collect and process your data with your consent.

For example, when you tick a box or fill in a form to subscribe to email newsletters.

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our organisation and which does not materially impact your rights, freedom or interests.

For example, we will use your contact details to send you information about:

- Annual membership renewal
- Information from either the landlord (Berkeley Homes) or their appointed Managing Agents (RMG)
- Forthcoming RCMRA meetings (and minutes, if applicable); committee changes and other organisational matters relating to the running of the Residents Association
- News about RCY that comes from either the landlord (Berkeley Homes) or their appointed Managing Agents (RMG)
- Other news about RCY (such as events) which we think might interest you

4. When do we collect your personal data?

- When you enquire about or join the Residents Association
- When you contact us by any means with queries, complaints etc.
- When you visit our website.
- When you sign up to the Members Area of the website or to receive our e-mail Newsletter
- When you engage with us on social media.
- When you choose to complete any surveys we send you.

5. What sort of personal data do we collect?

If you have paid an annual subscription to RCMRA: your name, RCY postal address (also correspondence address if different) email and telephone number.

We do not have access to your login passwords for the RCMRA website Forum.

Details of your interactions with us: for example, we collect notes from our conversations with you, details of any complaints or comments you make, and how and when you contact us.

Your social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback.

6. How and why do we use your personal data?

To respond to your queries, refund requests and complaints. Handling information you send enables us to respond. We may also keep a record of these to inform any future

communication with us and to demonstrate how we communicated with you throughout. Copies of any correspondence with us will be retained by the Officer or Committee Member to whom they have been addressed.

We will use your personal data and preferences to keep you informed by email, web, and/or post about:

- Annual membership renewal
- Information from either the landlord (Berkeley Homes) or their appointed Managing Agents (RMG)
- Forthcoming RCMRA meetings (and minutes, if applicable); committee changes and other organisational matters relating to the running of the Residents Association
- News about RCY that comes from either the landlord (Berkeley Homes) or their appointed Managing Agents (RMG)
- Other news about RCY (such as events) which we think might interest you

Of course, you are free to opt out of hearing from us by any of these channels at any time.

To send you communications required by law or which are necessary to inform you about our changes to the way in which the RCMRA is constituted or organised. For example: updates to this Privacy Notice and any other legally required information relating to your membership. These messages will not include any promotional content and do not require prior consent when sent by email message. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations.

To comply with our contractual or legal obligations to share data with law enforcement: for example, when a court order is submitted to share data with law enforcement agencies or a court of law.

To send you survey and feedback requests relating to RCY and the Residents Association. These messages will not include any promotional content and do not require prior consent when sent by email or text message. We have a legitimate interest to do so as this helps make our services more relevant to you.

Of course, you are free to opt out of receiving these requests from us at any time by updating your preferences with the RCMRA Secretary or via the website.

If you wish to change how we use your data, you'll find details in the 'What are my rights?' section below.

7. How we protect your personal data

We know how much data security matters to all our members. With this in mind, we will treat your data with the utmost care and take all appropriate steps to protect it.

Access to your personal data is password-protected.

We have no access to your personal passwords.

8. How long will we keep your personal data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

We will ask members each year whether they wish to remain members of the Residents Association, by sending a renewal form. This message will also contain a prompt to update your personal data preferences.

Typically, we'll keep the personal data you give us for approximately five years, after which we will contact you to ask whether you still want us to retain your data.

You may update your preferences at any time by contacting the Secretary (info@rcmra.co.uk) or via the website.

10. Whom do we share your personal data with?

Royal Clarence Marina Residents Association (RCMCA) collects your personal information for the maintenance of membership records, a mailing list and the online forum. Other than to comply with legal obligations to share data with law enforcement, we will not share your information with companies or organisations outside the RCMRA.

11. What are your rights over your personal data?

An overview of your different rights

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases. If more complicated, there may be a small admin charge (typically £10).
- The correction of your personal data when incorrect, out of date or incomplete.

You can contact us to request to exercise these rights at any time as follows:

To ask for your information please contact the Secretary, RCMRA, c/o 16 Granary & Bakery, Royal Clarence Yard, Weevil Lane, Gosport PO12 1FX or email info@rcmra.co.uk.

If we choose not to action your request we will explain to you the reasons for our refusal.

Your right to withdraw consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

Where we rely on our legitimate interest

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

Checking your identity

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

12. Contacting the Regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113. Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)

13. Any questions?

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions that haven't been covered, please contact our Data Protection Officer who will be pleased to help you:

E-mail us on info@rcmra.co.uk

Or write to us at:

The Secretary

RCMRA

c/o 16 Granary & Bakery

Royal Clarence Yard

Weevil Lane

Gosport PO12 1FX

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