



ALL ABOARD CLUB

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- 07948 407343
- Email: info@allaboardclub.com
- Web: www.allaboardclub.com

All Aboard Club CIC customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Telephone

07948407343

Email

info@allaboardclub.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Marketing preferences
- Location data
- Records of consent, where appropriate

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)



Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent

Where we get personal information from

- People directly

How long we keep information

Data Retention Schedule for Privacy Notice

Introduction We value your privacy and are committed to being transparent about how we collect, use, and retain your data. This Data Retention Schedule outlines the retention periods for different types of personal data that we collect and manage. We ensure that data is retained only for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, or protect our legitimate interests.

1. Volunteer Records

- **Type of Data:** Past Volunteer Records
- **Retention Period:** 2 years
- **Purpose:** To maintain a record of volunteer engagement and for reference in case of future volunteering opportunities or any necessary follow-up.
- **Deletion Method:** Securely deleted from all systems and databases after 2 years from the date of the last volunteer activity.



2. Data Collected via Ticket Tailor

- **Type of Data:** Event registration data (name, contact information, payment details, event preferences)
- **Retention Period:** As specified by Ticket Tailor's retention policies, generally aligned with the event completion and necessary follow-up period.
- **Purpose:** To manage event registrations, facilitate event logistics, and communicate with attendees.
- **Deletion Method:** Data is managed according to Ticket Tailor's retention and deletion policies. We ensure data is removed from our records in compliance with their guidelines.

3. Data Collected via MailerLite

- **Type of Data:** Email subscription data (name, email address, subscription preferences)
- **Retention Period:** Until the individual unsubscribes or requests deletion, plus a short grace period for processing.
- **Purpose:** To manage email communications, newsletters, and marketing campaigns.
- **Deletion Method:** Data is managed according to MailerLite's retention and deletion policies. We ensure data is removed from our records in compliance with their guidelines.

Data Protection Measures We employ various technical and organizational measures to ensure the security of your data during its retention period. This includes encryption, access controls, and regular audits to ensure compliance with our data protection policies.

Your Rights You have the right to access, correct, or delete your personal data at any time. If you have any questions or requests regarding your data, please contact us at [Your Contact Information].

Updates to This Schedule We may update this Data Retention Schedule from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

[Your data protection rights](#)



Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane



Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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5 June 2024

