East Anglia Lotus Club Privacy Policy

Last updated 2nd November 2025

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

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- Sharing information outside the UK
- How to complain

Contact details

chair@ealc.org.uk

What information we collect, use, and why

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Financial transaction information
- Any other personal information required to comply with legal obligations

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Membership account and records

We collect or use the following personal information to provide membership services, goods, and updates including delivery when required:

- Names and contact details
- Addresses
- Date of birth
- Photographs or video recordings
- Dietary information (including allergies and health conditions)
- Records of meetings and decisions
- Payment details (including card or bank information for transfers and direct debits)
- Records of consent, where appropriate
- Membership history and event attendance records

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below.

You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- Your right to erasure - You have the right to ask us to delete your personal information.
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.

- Your right to object to processing - You have the right to object to the processing of your personal data.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

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

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

  Our legitimate interests are:
  - Membership – we have to collect or use the information so we can fulfil the benefits of club membership

    For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
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Our lawful bases for collecting or using personal information to provide membership services, goods, and updates including delivery when required are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

  Our legitimate interests are:

  - Membership – we have to collect or use the information so we can fulfil the benefits of club membership

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Where we get personal information from

- Directly from you

How long we keep information

- We retain all membership records indefinitely as part of the club's membership archive. Emails sent to the club email domain @ealc.org.uk are archived for 2 years for audit purposes but may remain in the recipient's mailbox indefinitely.

Who we share information with

Data processors

Fiilout.com
This data processor does the following activities for us: Provide online data entry systems for membership, surveys, club events and event registration. Storage of full membership list and details.

Sender.net
This data processor does the following activities for us: Email marketing platform for club updates, newsletters and publications. Storage of full membership list and details.

Microsoft
This data processor does the following activities for us: Storage of all club related documents which may include member information, photos and the results from online form submissions

Google
This data processor does the following activities for us: Intermediate storage of the results from online form submissions

WebhostsUK
This data processor does the following activities for us: Provision of webhosting and email services. This includes member information and photos.

Stripe
This data processor does the following activities for us: Provision of hosted payment solutions. Only member name and email address are shared for the purposes of payment transactions. All card information is processed by Stripe as a fully PCI compliant platform for secure payments. Member card information is not stored or transferred to us under any circumstances.

NatWest
This data processor does the following activities for us: Provision of banking services. Member details may appear in transaction references.

FreeAgent
This data processor does the following activities for us: Provision of accounting services. Member details may appear in transaction references imported from NatWest and Stripe.

Others we share personal information with

- Publicly on our website, social media or other marketing and information media
- Suppliers and service providers

Third parties:

- In the event of a claim against the in-force club insurance policies, details of members may be shared with the insurance broker, claims handler and insurance company
- The club is a member of the Federation of British Historic Vehicle Club (FBHVC). We may share member details with the FBHVC where it is of legitimate interest to the member - e.g. FBHVC survey participation.
- Charities to whom the club make donations may receive details of fundraising activities including images from those activities
- The nominated EALC Webmaster has access to member data as part of their website development duties

Sharing information outside the UK

Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

Organisation name: Fillout.com
Category of recipient: IT Services
Country the personal information is sent to: USA
How the transfer complies with UK data protection law:
See https://www.fillout.com/help/gdpr and https://www.fillout.com/privacy

Organisation name: Sender.net
Category of recipient: IT Services
Country the personal information is sent to: Lithuania
How the transfer complies with UK data protection law:
See https://www.sender.net/privacy-policy/

Organisation name: Microsoft
Category of recipient: IT Services
Country the personal information is sent to: USA
How the transfer complies with UK data protection law:
https://learn.microsoft.com/en-us/sharepoint/onedrive-privacy-security-overview

Organisation name: Google
Category of recipient: IT Services
Country the personal information is sent to: USA
How the transfer complies with UK data protection law:
https://cloud.google.com/privacy/gdpr

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