

Privacy policy

Cycling UK (“we”, “us”, or “our”) is committed to protecting and respecting the personal data that we hold. Our registered office is:

**Parklands
Raiton Road
Guildford
Surrey
GU2 9JX**

This privacy statement describes why and how we collect and use personal data and provides information about individuals’ rights. It applies to personal data provided to us, both by individuals themselves and by others. We may use personal data provided to us for the purposes described in this privacy statement or as made clear before collecting personal data.

The website www.cyclinguk.org is owned and operated by Cycling UK.

Personal Data

Under the EU’s General Data Protection Regulation (“GDPR”): personal data is defined as “any information relating to an identified or identifiable natural person (‘data subject’); by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

Who is the Data Controller

A Data Controller is the individual or legal person who controls and is responsible to keep and use personal data in paper or electronic files. We are the data controller as defined by relevant data protection laws and regulation.

Lawful Processing

The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever personal data is to be processed:

- (a) Consent: you have given Cycling UK clear consent for your personal data to be processed for a specific purpose.
- (b) Contract: the processing is necessary for a contract you have with Cycling UK has asked you to take specific steps before entering into a contract.
- (c) Legal obligation: the processing is necessary for Cycling UK to comply with the law (not including contractual obligations).
- (d) Vital interests: the processing is necessary to protect someone’s life.

(e) Public task: the processing is necessary for Cycling UK to perform a task that is in the public interest or for its official functions, and the task or function has a clear basis in law.

(f) Legitimate interests: the processing is necessary for Cycling UK legitimate interests, or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data that overrides those legitimate interests.

What are your rights in respect of your personal data?

1. The right of access.
2. The right to rectification.
3. The right to erasure or right to be forgotten.
4. The right to restriction of processing.
5. The right to be informed.
6. The right to data portability.
7. The right to object.
8. The right not to be subject to a decision based solely on automated processing.

Under the Act and GDPR, you may ask for a copy of the information we hold about you and you may request changes be made to this information if it is inaccurate or not up to date. Please write to Simon Buchanan The Data Protection Officer (DPO), or email dpo@cyclinginguk.org in these circumstances.

Information we may collect from you:

- We may collect personal information from you in the following ways:
- When you make a phone call or send an e-mail to seek information about our services;
- Recruitment and employment, including agents, suppliers and contractors;
- When you have donated to us via any method whether directly or indirectly;
- Through our use of the Cookies on our website (please see the Cookies section below);
- Through your request for publications and other marketing materials;
- Through your request for information about our services and related topics and events;
- Through your registration for events;
- Through your contacting us with enquiries and comments;
- Through tickets purchasing;
- Through volunteering and event attendance;

If you are a next of kin of our staff or service users, we may have your data given to us in that capacity. If you take one the steps mentioned above, we may collect and process personal information about you such as:

- Your name, address, email address and other contact information;

- Records of your correspondence with us, if you have contacted us;
- Health data;
- Protected characteristics;
- Disclosure and Barring Service clearance data
- Donation history;
- Financial information;
- Details of your visit to the website;
- Multimedia files such as photographs and video footages;

Membership and Events

We provide services to individuals as well as organisations. The exact data held will depend on the services to be provided.

Where we engage with individuals, we may collect and process personal data in order to satisfy a contractual or operational obligation. We request that individuals only provide the personal data that is required for us to fulfil our contractual or operational obligation.

Why do we process data

Where data is collected for membership and/or events, it is used for a number of purposes, as follows;

Providing services to you. Data is processed in accordance with the purpose which we have collected it and may sometimes be further clarified in written documentation supplied before any data processing may occur. We provide a range of membership benefits and cycling events, the different reason why we may process your data includes;

In order to manage and administer our business and services, we may collect and process personal data. This may include (but is not limited to) maintaining internal business records, managing client relationships, hosting events, administering client facing applications, and maintaining internal operating processes.

In order for Cycling UK to do what it does, we may from time to time be required to collect and process personal data in order to fulfil regulatory, legal or ethical requirements. This may include (but is not limited to) the verification of identity of individuals.

How long do we hold data for

We retain the personal data processed by us for as long as is considered necessary for the purpose(s) for which it was collected, there may also be occasions which will require data to be kept for longer, however this will typically be for legal purposes.

People who use our website

When people visit our website, personal data is collected both through automated tracking and interacting with various forms on the website or apps (collectively referred to as the websites).

Personal data may be collected when individuals fill in forms on our websites or by corresponding with us by phone, e-mail or otherwise. This includes information provided

when an individual registers to use our websites, subscribe to our service, make an enquiry.

For more information, please visit our [Cookie Policy](#).

Sharing personal data

We will only share personal data with others when we are legally permitted to do so. When we share data with others, we put contractual arrangements and security mechanisms in place to protect the data and to comply with our data protection, confidentiality and security standards.

Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal data, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime, to establish, exercise or defend legal rights. We will only fulfil requests for personal data where we are permitted to do so in accordance with applicable law or regulation.

Cycling UK may make use of profiling and screening methods to produce relevant communications and provide a better experience for our members. Profiling can help us target our resources more effectively through gaining an insight into the background of our members and helping us to build relationships that are appropriate to their interests and capacity to give.

To do this we may use additional external sources of data, like telephone look up through external and carefully selected agencies. This would be to increase and enhance the information we hold about you and make sure Cycling UK are working with the most up to date contact details. This may include obtaining details of changes of address, date of birth, telephone numbers and other contact details, information related to your wealth, and consumption and demographic data generated through the MOSAIC geodemographic tool. It may also include information from public registers and other publicly available sources such as Companies House, newspapers and magazines.

For mailing and telephone based direct marketing campaigns, we may contact you by telephone and mailing campaigns under legitimate interest. **We will not** contact you if you are registered with the Telephone Preference Service (TPS) or Mail Preference Service (MPS) unless you have given us opt in consent that you are happy to receive calls or mailings from us.

You may still receive other types of telephone calls or mailings from us if you are on the Telephone Preference Service (TPS) or Mail Preference Service (MPS) as long as they are not for marketing purposes and are admin based, such as checking your direct debit mandate or Gift Aid status, welcome calls and thank you calls or mailings.

We do outsource some of the telephone calling we carry out as well as mailing programs, but we will only ever use carefully selected organisations which operate in a sympathetic manner to Cycling UK.

Where we store your personal data:

The data that we collect from you will be processed at our servers in the UK. It may also be processed by organisations operating in the EEA that Cycling UK has instructed.

If Personal Data is transferred outside the UK or EEA to a country without a designated adequacy rating Cycling UK will request the data subject's consent before processing the data. Consent will not be sought where the Processor's Binding Corporate Rules stipulate that the data will be processed in accordance with GDPR.

Third party sites

Our Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Complaints

For further information on your rights and how to complain to the ICO, please refer to the ICO website <https://ico.org.uk/concerns>

Contact details

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)

Changes to our privacy statement

Updates to this privacy statement will appear on the website. This privacy statement was last updated on 12/08/2019.