

## **Union Jack Club Veteran Member's Privacy Policy**

**Under the General Data Protection Regulations, this gives you as a Veteran Member of the Union Jack Club rights over your data. The following privacy notice sets out our understanding of these rights.**

### **How we use your personal information**

This privacy notice is to let you know how the Union Jack Club will look after your personal information. This includes what you tell us about yourself, what we learn by having you as a member, and the choices you give us about what marketing you want us to send you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

### **Our Privacy Promise**

We promise:

- To keep your data safe and private.
- Not to sell your data.
- To give you ways to manage your marketing choices at any time.
- Train our staff to protect it.

### **Who we are?**

The Union Jack Club is a legal entity, data controller and responsible for your data.

### **How the law protects you**

As well as our Privacy Promise, your privacy is protected by law. This section explains how that works.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside Union Jack Club. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or when you consent to it.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. We rely on legitimate interest to process your data to provide and support your membership with us from your original application for membership and your consent is taken by renewing your membership annually.

Here is a list of all the ways that we may use your personal information.

- To check your eligibility for membership.
- To manage our relationship with you.
- To carry out marketing activities.
- To manage your membership renewal.
- Fulfilling contracts to sell you goods and services.

If disabled accommodation is booked we will need to record your disability in order to provide a duty of care in the event of an incident which involves evacuation.

### **Special types of data**

The law and other regulations treat some types of personal information as special. We do not collect and use these types of data.

### **Data you give to us:**

- When you apply for membership and our products and services
- When you talk to us on the phone or in the club
- When you use our website.
- In emails and letters

### **Who we share your personal information with**

We may share your personal information with companies who produce our membership cards or to produce printed material for the Union Jack Club only.  
Our IT companies have access to you data to help us store it and process.

### **Marketing**

We may use your personal information to tell you about relevant products and offers at the club or located in London.

We can only use your personal information to send you marketing messages if we have either your consent or a 'legitimate interest'. It must not unfairly go against what is right and best for you.

You can ask us to stop sending you marketing messages by opting out at any time.

### **How long we keep your personal information**

We will keep your personal information for as long as you are a member of the Union Jack Club.

After you stop being a member, we may keep your data indefinitely for one of these reasons:

- To respond to any questions or complaints.
- To show that we treated you fairly.
- For vatable purposes.
- To maintain the history of the club
- To enable you to re-join.
- Or your spouse to take over your membership in the future.

### **How to get a copy of your personal information**

You can access your personal information by writing to us at the Union Jack Club's address: Financial Controller, Union Jack Club, Sandell Street, London, SE1 8UJ.

### **Letting us know if your personal information is incorrect**

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this by emailing [members@ujclub.co.uk](mailto:members@ujclub.co.uk) or calling 0207 902 6059 or by letter to Membership, Union Jack Club, Sandell Street, London, SE1 8UJ. If you do, we will take reasonable steps to check its accuracy and correct it.

### **What if you want us to stop using your personal information?**

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

There may be legal or other official reasons why we need to keep or use your data. But please tell us if you think that we should not be using it.

### **How to withdraw your consent**

You can withdraw your consent at any time. Please contact us in writing if you wish to do so. If you withdraw your consent, we will not be able to provide you with membership of the Club in future. Please write to us at the Union Jack Club's address: Financial Controller, Union Jack Club, Sandell Street, London, SE1 8UJ.

### **How to complain**

Please let us know if you are unhappy with how we have used your personal information. Please write in confidence to the Trustee responsible for GDPR.

You also have the right to complain to the Information Commissioner's Office. Find out on their website how to report a concern. [Ww.ico.org.uk](http://www.ico.org.uk)