



Privacy Statement for Our Members

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your membership with us. This notice explains how we comply with the law on data protection, what your rights are.

For the purposes of data protection, we will be the “controller” of any of your personal information.

This notice applies to you whatever category of membership you have with the Crouch Kayak Club:

- Full Member
- Wednesday Member

References to **we**, **our** or **us** in this privacy notice are to Crouch Kayak Club, whose address, The Burnham Sailing Club, The Clubhouse, The Quay, Burnham on Crouch, Essex CM0 8AA. Paddle UK Affiliation registration number 100565.

We are governed by Paddle UK to oversee our compliance with data protection laws in our organisation. Contact details of the Crouch Kayak Club are set out in the "**Contacting us**" section at the end of this privacy notice.

PERSONAL INFORMATION WE MAY COLLECT FROM YOU

When you sign up for membership with us, you may provide us with or we may obtain personal Information About You.

1. Personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers; date of birth; gender; membership details including start and end date; records of your interactions with us such as telephone conversations, emails and other.
2. Correspondence and your instructions to us; any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you.
3. Records of your attendance at any events hosted by us; images at events (e.g. Club Conference, AGM) and/or in video and/or photographic form and voice recordings; and your contact preferences so that we know whether and how we should contact you.



SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store and use the following “**special categories**” of more sensitive personal **Information regarding you:**

Information about your race or ethnicity, religious beliefs and sexual orientation;

We may not collect all of the above types of special category personal information about you.

In relation to the special category personal data that we do process we do so on the basis that the processing is necessary in the interest of the wellbeing and safety for the individual and other members, on a lawful basis;

- It is necessary for the club to exercise or defence of legal claims;
- It is necessary for the purposes of carrying out the obligations and exercising our or your rights or based on your explicit consent.

In the table below, we refer to these as the “special category reasons for processing of your personal data”.

We may also collect criminal records information from you. For criminal records history, we process it on the basis of legal obligations or based on your explicit consent.

WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information about our members when you become a member of The Crouch Kayak Club; when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way.

If you are providing us with details of next of kin, family members and emergency contacts they have a right to know and to be aware of what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with those of them whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the “**Your rights in relation to personal information**” section below.

USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.



Purpose	Personal information used	Lawful Basis
All Members		
To administer any membership account(s) you have with us and manage our relationship with you, including dealing with payments and any support inquiries made by you.	All contact and membership details, transaction and payments information, records of interactions with us, and marketing preferences.	This is necessary to enable us to properly manage and administer your membership agreement with us.
To send you information which is included within your membership, including details about club policies, events, meetings, training opportunities and any updates related to the club.	All contact and membership details. Transaction and payment information.	This is necessary to enable us to properly administer your membership agreement with us.
To send you other information we think you might find useful or which you have requested from us, including newsletters.	All contact and membership details and marketing preferences.	Where you have given us your explicit consent to do so.
To answer your queries or complaints.	Contact details and records of your interactions with us.	We have a legitimate interest to provide complaint handling information to you in case there are any issues.



Retention of records	All personal information we collect	<p>We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage your membership and in some cases, we may have legal or regulatory obligations to retain records.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data.</p> <p>For criminal records history we process it on the basis of legal obligations or based on your explicit consent.</p>
The security of our IT systems	Your usage of our IT systems and online portals	We have a legitimate interest to ensure that our IT systems are secure
To comply with health and safety requirements	Records of attendance	We have a legal obligation and a legitimate interest to provide you and other members of our club with a safe environment in which to participate in sport.

For some of your personal information you will have a legal, agreement or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to admit you as a member or we may not be able to properly perform our agreement with you or comply with legal obligations and we may have to terminate your position as a member. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our agreement with you.



Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place.

DIRECT COMMUNICATION

Email, post and SMS communication: from time to time, we may contact you by email, post or SMS with information about paddle events or kayak related topics we believe you may be interested in.

We will only send this information to you in accordance with the communication preferences you agreed to. You can then let us know at any time that you do not wish to receive these messages by emailing info@crouchkayak.club to update.

DISCLOSURE OF YOUR PERSONAL INFORMATION

We only share personal information with the following parties:

- Any party approved by you
- Burnham Sailing Club
- To any Discipline or Regional Bodies for the sport covered by Paddle UK:

The Government or regulators: where we are required to do so by law or to assist with their investigations or initiatives.

Police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security.

- We do not disclose personal information to anyone else except as set out above.



HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 10 years after your last contact with us.

- Exceptions to this rule are: Information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after your membership with us.
- It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

You may be able to update some of the personal information we hold about you through your MemberMojo account or by emailing us at members@crouchkayak.club alternatively, you can contact us by using the details set out in the "**Contacting us**" section below.

Your Rights in Relation to Personal Information

You have the following rights in relation to your personal information:

- The right to be informed about how your personal information is being used;
- The right to access the personal information we hold about you;
- The right to request the correction of inaccurate personal information we hold about you;
- The right to request the erasure of your personal information in certain limited circumstances;
- The right to restrict processing of your personal information where certain requirements are met;
- The right to object to the processing of your personal information;

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "**Contacting us**" section below.

Crouch Kayak Club: Burnham Sailing Club, The Clubhouse, The Quay, Burnham on Crouch, Essex CM0 8AS.



If you are unhappy with the way we are using your personal information, we are here to help and encourage you to contact us to resolve your complaint first. However, you can also complain to the UK Information Commissioner's Office or your local data protection regulator.

CHANGES TO THIS NOTICE

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

CONTACTING US

In the event of any query or complaint in connection with the information we hold about you, please email: secretary@crouchkayak.club or paddleuk.org.uk

Reviewed 09.03.2026

Next Review 09.03.2027