



PRIVACY NOTICE

This privacy notice describes how Lake District Mobility (Reg. charity 1172739) uses your personal information.

We are committed to protecting and respecting your privacy.

For the purpose of the Data Protection Act the data controller is Lake District Mobility, Ground Floor, Derwent House, Wakefield Road, Cockermouth, CA13 0HS.

Questions, comments and requests regarding this privacy notice are welcomed and should be sent to <mailto:info@lakedistrictmobility.org> or Lake District Mobility, Ground Floor, Derwent House, Wakefield Road, Cockermouth, CA13 0HS.

We may update our privacy notice occasionally in order to ensure it matches our policy and procedures. You can check for the latest version of our privacy notice on our website where it will be published at <https://www.lakedistrictmobility.org>

What does this privacy notice apply to?

Personal information is any data that can be used to identify an individual, such as a name, address, phone number or email.

This policy covers all personal information we hold about you, however we obtain it. We collect information at different points during our relationship with you for example, when you browse our website, when you become a member, if you contact us, if you sign up to our marketing communications, if you volunteer with us or if you support us with a donation or gift.

What information does the Lake District Mobility collect and why?

We collect different information depending on what you want to do and how you interact with us. We need to tell you what we use your information for and the reason why we use it.

1. **Information you give us.** You may give us information about you such as your name, address, contact details, date of birth, gender and ethnicity by -

- Registering for a membership on our website or filling in a membership form.
- Corresponding with us by phone, email or otherwise.
- When you request or register to receive information from us.
- When you provide us with feedback, report a problem or make a complaint.
- When you volunteer for us or participate in a fundraising activity.
- When you support us by making a donation or attend a fundraising event.



2. Information we collect about you. When you interact with us we may automatically collect the following information -

- Our website uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and helps us to improve our site. Please see our website privacy notice.
- If you fill in your details to register for a Lake District Mobility membership, we will record your personal details to enable you and us to manage your membership and your Trammer bookings.
- If you utilise our services we may record dates and times that you made use of our services for you and anyone accompanying you in order to meet our legal or contractual requirements.
- If you interact, are supervised or receive instruction from our staff then we may make a record of that interaction to help us improve how we interact with you in the future and to ensure we provide you with the best possible service.
- If you or someone with you have are involved in an incident, accident or report a problem then we may make a record of the event in order to meet our legal or contractual requirements and to improve experiences and safety in the future.

3. Information we receive from other sources.

- If you make a donation via a third party then we may request your personal information in order to ensure that we can provide an acknowledgement, report on what your donation has achieved or meet our legal or contractual requirements
- If you volunteer for us then we may undertake a check with the Disclosure and Baring Service (DBS) or other relevant authorities and request information from referees in order to meet our contractual or legal requirements

What do we do with your information?

We may use the information we hold about you in the following ways:

- To carry out our obligations to you arising from any contracts entered into between you and us and to provide any services or information that you may request.
- To carry out our obligations to you arising from any contracts entered into on your behalf by a third party and to provide any services or information that you may request.
- To analyse and monitor usage of our services and activities by different demographics in order to produce anonymised reports on the charities beneficiaries and supporters.
- To keep our services and activities safe and secure and to prevent or detect fraud or other criminal behaviour.
- To promote the public benefit and the wider impact of the charity.



- To inform you as a previous or prospective beneficiary of the charity of services, opportunities or events that may be of interest to you.
- To inform you as a previous or prospective supporter of the charity of events or appeals that may be of interest to you.

Marketing & Fundraising Communications

If you have given us your consent to receive communications by email, are a customer of ours, have previously asked us for information about our services or have previously supported the charity with a donation we may send you this information by email. However, in every email message we send you, we will give you the opportunity to unsubscribe from our mailings altogether.

We do not provide your personal information to external organisations for their own marketing or fundraising purposes without your explicit consent.

If at any time you do not want your information used for direct marketing or fundraising purposes or if you decide that you no longer wish to receive emails from us, please contact us at <mailto:info@lakedistrictmobility.org>

Who do we share this information with?

When you book a Trampler using our website, we will disclose some information about you with the site where you have booked your Trampler. It is necessary for us to share this information to enable them to manage the booking as may be necessary and to contact you regarding any matters or changes relating to your booking. (This is added to take into account the new booking system - does this cover the requirements for booking?)

We may disclose information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements or to protect the rights, property, or safety of Lake District Mobility, our customers, or others.

Apart from the circumstances above, we will never share your personal data with third parties without your explicit consent to do so.

How long do we keep your information?

We only hold your personal information for as long as is necessary to provide services to you unless there is a requirement to hold that information for a longer period – for example our insurers require us to hold certain information for certain periods of time, or we may be subject to a statutory obligation to keep hold of your information.

If there is a possibility that you or a member of your group may have a legal claim against us, for example if you have been involved in an accident or incident while using our services, then we will



hold your information for the duration of any statutory limitation period associated with such legal claims.

How do we keep your personal information secure?

We may transfer your collected data to storage outside the European Economic Area (EEA). It may be processed outside the EEA to fulfil your order and to receive our Services and deal with payment. If we do store or transfer data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the EEA and under the GDPR. Your acceptance of this Privacy Notice shall be your consent permitting us to store or transfer data outside the EEA if it is necessary for us to do so.

Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see the European Commission: EU-US Privacy Shield. Our Website host Wix is part of this Privacy Shield. You can read the Wix GDPR Statement.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect, including locked cabinets and electronic password protection.

Your rights

The Data Protection Act gives you the right to:

- Access information held about you, although we can refuse or charge for requests that are manifestly unfounded or excessive.
- Have inaccurate personal data corrected or erased.
- Object to our collection, processing or storage of any personal information that we hold about you.

You may make the request in writing or by email to Lake District Mobility at the contact details below. We will respond within 30 days.

Subject Access Request

Lake District Mobility,
Ground Floor,
Derwent House,
Wakefield Road,
Cockermouth,



CA13 OHS,

If you submit your request via email, please send it to <mailto:info@lakedistrictmobility.org> with “Subject Access Request” in the subject line. Sending it without this wording or to an alternative email address, such as that of an individual member of staff, will not guarantee your request prompt attention.

More information on your rights under the Data Protection Act can be found on the website of the Information Commissioners Office at www.ico.org.uk