

Privacy Notice for Central London Outdoor Group

Central London Outdoor Group (“CLOG”) takes your privacy seriously. CLOG is the “Data Controller” of the personal information that you provide to us and this Privacy Notice sets out how, why and for how long CLOG will use your personal data, as well as who it is shared with. It also explains your legal rights as a data subject and how to exercise them.

What CLOG needs from you

Personal information relating to CLOG membership

When you join as a member of CLOG or renew your membership, CLOG may ask you for some or all of the following personal information:

- a) contact details, eg name, address, email address and phone numbers
- b) demographic information: gender and age group
- c) phone number of an emergency contact to be notified if you experience a serious illness or accident while on a CLOG event
- d) how you found out about CLOG and when you joined (if renewing)
- e) whether you want *CLOGprints* (our members’ magazine) sent to you by post or email
- f) whether you want to receive the CLOG event emails
- g) a photograph (optional)
- h) how you want to pay your subscription, eg debit card, credit card, Google Pay, Apple Pay
- i) your membership category.

Why CLOG needs your personal information – Legitimate Interests

This data is necessary to provide you with the full benefits of CLOG membership. If you do not provide us with all the personal information above, this may affect our ability to offer you membership services and benefits and you may not receive the full benefits of membership.

CLOG may use your personal information to:

- a) provide you with core member services, including confirmation of membership, notices relating to General Meetings and other matters required for the governance of CLOG in accordance with the CLOG Constitution, reminders to renew and pay your membership fee when due
- b) set up an online membership account enabling you to manage your membership and communication preferences
- c) organise club activities and manage risk and safety if you attend a walk, cycle ride, outdoor activity, trip or other event arranged by or through CLOG
- d) provide you with news of and updates about CLOG and opportunities to get involved in club walks, trips, cycle rides, social events, general meetings or other activities, and to join WhatsApp groups
- e) raise awareness of the club’s activities by capturing photos and videos. CLOG will use these for promotion, education and development purposes
- f) produce and send out copies of *CLOGprints* (our members’ magazine) and provide links to displays of photographs, stories or other records of CLOG’s activities
- g) provide access for members to the information in the members’ folders on our shared online drive
- h) provide you with a membership card with your photo (if provided) – some outdoor shops give discounts to members of walking/cycling clubs
- i) respond to and investigate your questions, comments, support needs, complaints, concerns or allegations.

Personal information relating to applications to go on trips away or other events that need to be booked in advance

This is in addition to the above information collected for membership purposes and only applies for the purposes of the individual trip or event to participants or prospective participants of that event.

If you wish to apply to come on an overnight or longer trip away or on another type of event that has to be booked in advance, you may be asked to complete a separate application form (usually online, such as a Jotform) providing personal information such as name, contact details (email address, phone number), payment method for the event (eg GoCardless), how you plan to get there (eg by train or car), special

dietary requirements (if a group meal is planned). You may be required to agree to share this information by ticking a box when applying for the trip or event.

If you go on a trip abroad you will also need to supply details of your travel insurance policy and the phone number of your next of kin or other emergency contact.

Why CLOG needs your personal information – Contractual Purposes

CLOG needs to collect personal information from our members (and potentially from any non-members (eg prospective members or former members) who may come on trips and other events that need to be booked in advance. This information is necessary so that trip and event leaders and any external instructor/guide/leader can provide you with the trip or event you have booked and manage your relationship with them on the trip or event and also so that they and other participants can contact you in relation to the event. These requirements are necessary in order to ensure the management, coordination, unity and cohesion of the group, possibly in safety-critical situations.

Our insurers, as a condition of their cover, require people joining CLOG trips abroad to have their own travel insurance, and therefore CLOG needs to check that this is in place.

Why CLOG needs your personal information – Legal Obligations

CLOG may need to comply with any statutory or other legal obligation compelling the club to pass personal information to a third party that has lawfully demanded that information. Nobody can recall any such demand for or passing of personal information in the past, but an obligation could arise suddenly (eg in the event of a road accident) and CLOG would be obliged to comply.

Other uses of your personal information

CLOG may ask you if the club can process your personal information for other purposes. If it does so, CLOG will provide you with an additional Privacy Notice explaining how CLOG will use your information for these purposes.

Who CLOG shares your personal information with

Other organisations

CLOG does not sell or supply details of any member to any commercial company or organisation, nor does CLOG accept paid advertising on its website or members' email network.

CLOG may be required to share personal information with statutory or regulatory authorities to comply with statutory obligations. CLOG may also share personal information with professional and legal advisors for the purpose of obtaining and acting upon advice.

Third-party suppliers with access to members' personal data

CLOG may use third-party suppliers to provide services. These suppliers may process personal data on our behalf as "Data Processors" and are subject to contractual conditions only to process that personal information under our instructions and to protect it.

In the event that CLOG shares personal information with external third parties, CLOG

- a) only shares such information strictly required for specific purposes
- b) takes reasonable steps to ensure recipients will only process the disclosed personal information in accordance with those purposes.

Third-party suppliers include:

- a) Lloyds Bank to process payment transactions securely on our behalf
- b) GoCardless to provide payment services for trips away and other events
- c) Membermojo to manage and process membership data and distribute email communications
- d) external organisers or suppliers (eg bike-hire companies) who may receive details of event participants to enable them to provide services to our members

- e) internet sites maintained by CLOG, eg Facebook, X (Twitter), Instagram and Flickr, which are used for publicity purposes only, providing news of events and photos of past events. CLOG does not post members' personal information on these sites
- f) Jotform Inc to provide online forms used for collecting additional information about members who apply to go on trips or other events that need to be booked in advance.

Note: this list may alter in future due to changing requirements.

Within CLOG

Your personal information relating to membership is accessed by our Membership Secretary, Membership Technical Support and Treasurer only for the purposes set out above. It is stored electronically in the Membermojo system and the above users access it using password-protected user accounts. In addition, the *CLOGprints* Editor has access to the postal addresses of those members who require printed copies of *CLOGprints* to be posted to them. Membership data is analysed in an anonymised form annually to explore demographic trends and the usefulness of different forms of publicity in attracting members.

Personal information relating to applications to go on trips away or other events that need to be booked in advance is accessed by trip leaders for the purpose of communicating with trip (or other pre-booked event) applicants about which members have places on the trip. It is also accessed by the Bookings and GoCardless teams, Treasurer and trip leader for the purpose of dealing with payments (and any refunds). Other information provided on the trip (or other pre-booked event) forms, such as mobile numbers, email addresses, transport used to travel to the destination, dietary requirements, etc, may be shared with other trip participants for the purpose of enabling them to keep in contact with each other while on the trip, enabling participants to arrange lifts, catering for group meals, etc.

Your mobile phone number will be shared with other members if you join one or more of the CLOG WhatsApp groups. Membership of these groups is optional and restricted to CLOG members. Your number and WhatsApp user name will only be visible to members of the groups you choose to join.

How long CLOG keeps your personal information

Personal information relating to membership

After you cease to be a member your personal information will be kept for up to six years unless you ask for it to be deleted. Holding data on former members for extended periods enables us to contact them if CLOG has a special reunion or anniversary event to which former members are invited. If former members wish to renew their membership it is easier for them to do so if their data is still on the system. CLOG also needs to keep data on former members in case of insurance or legal claims.

Personal information relating to applications to go on trips away or other events that need to be booked in advance

This is held for up to three years for the purpose of producing audited accounts. In case of insurance claims, it is useful to have records of trip participants.

You have a right to:

- a) change your communication preferences or restrict the processing of your personal data for specific purposes
- b) request that CLOG corrects your personal data if you believe it is inaccurate or incomplete
- c) request that CLOG deletes your personal information (the right to be forgotten). This can be exercised in writing at any time but may prevent us delivering the membership services you are entitled to.

If you have any comments about the above notice, please email the IT team at IT@clog.org.uk.

If you are dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at ico.org.uk.

CLOG Privacy Notice updated 6 April 2024. We reserve the right to modify this notice at any time.

Use of cookies

Cookies are small text files that hold pieces of data and are stored on your computer or mobile device when you visit a website. They are typically used to keep track of the settings users have selected and actions they have taken on a site. Our use of cookies is limited to those required by third parties who host and manage our website and services, and we do not track or monitor anyone directly.

Wix.com, our website builder, places cookies on our website. In general, these may be categorised as essential cookies, which are necessary for the website to function. They are used to:

- a) provide a good experience for visitors to our website
- b) monitor and analyse the performance, operation and effective of Wix's platform
- c) ensure the Wix platform is secure and safe to use
- d) identify members who log in to part of our website, such as a members' area.

For more information see [Cookies and Your Wix Site | Help Center | Wix.com](#).

Membermojo, an online membership management system, is used to administer our membership applications, renewals and subscriptions using a form accessed via links on our website's Join Us page. Membermojo uses essential cookies to keep your session active, remember preferences and implement site functions. For more information see [membermojo Help - How membermojo uses cookies](#).

Localendar, provider of the Events Calendar embedded within our website, may use its own cookies, which we don't control. For more details see [Free web calendar hosting and searching - localendar.com](#).

Links to other websites may appear on our website. Once you have used a link to leave our site, we cannot be responsible for the protection and privacy of any information you provide while visiting such sites and they are not governed by this privacy statement.

To find out more about cookies and how you can manage them yourself, see [All About Cookies | Online Privacy and Digital Security](#).