



**LETCHWORTH EDUCATIONAL SETTLEMENT**  
**229 Nevells Road, Letchworth Garden City, SG6 4UB**  
**Registered Charity No 311085**

## **PRIVACY POLICY**

At Letchworth Educational Settlement (referred to as 'we' or 'us' in this policy) we take your privacy seriously and are committed to protecting your personal information.

Our Privacy policy explains how we collect, use and store your personal information. Personal information means any information that could identify you.

### **Who we are**

We are Letchworth Educational Settlement, an independent adult education centre and a Registered Charity in England and Wales (No. 311085). We deliver a diverse programme of educational and recreational courses and events and provide facilities for hirers.

We are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 2018 and the UK General Data Protection Regulation ("Data Protection Law"). This means that we are responsible for the processing of your personal information.

### **How we collect information from you**

We obtain information about you when you join the Settlement as a Member, enrol on a course, workshop or event, make a donation, sign up for our newsletter, hire our facilities or otherwise provide us with your personal information. This includes when you visit our website or get in touch with us via email, telephone, post or in person. The Privacy Statement on our website explains in detail what data we obtain via our website and should be read in conjunction with this policy.

### **Information we collect and why we use it**

Personal information we collect includes details such as your name, email address, postal address, telephone number and debit/credit card details (to pay for membership, enrolments, tickets and donations). You will have given us this information when taking out membership, enrolling on a course or workshop, purchasing a ticket for an event or making a donation using our website or by any of the other ways to interact with us.

We will mainly use this information:

- To process your membership, enrolments, ticket purchase, donations or other payments, to claim Gift Aid on your membership fees and donations and verify any financial transactions.
- To provide you with important administrative information about your membership, course, workshop, event, hiring or donation.
- To keep a record of your relationship with us.

If you do not provide this information, we will not be able to process your membership, enrolments, tickets, hirings or donations.

We may also use your personal information to send you our email newsletters if you have signed up for them.

### **Legal basis for using your information**

We use your personal information in order to fulfil a contract with you (for example, because you have become a Settlement Member or you have enrolled on a course or workshop).

We also use your personal information because there is a legitimate interest for us to do so, such as informing you about our courses or dealing with queries.

We also have a legitimate interest to use:

- "Cookies" to help our website run effectively, details of which can be found in the Cookies policy on our website.
- Email tracking technology to help us to identify the success of our email newsletters.

### **Keeping in touch with you**

We will only contact you about our courses and other activities by email if you have given us consent for us to do so in this way (by opting in to our newsletters). If you no longer want to receive our newsletters, you can click the unsubscribe link at the bottom of the newsletter, or contact us at [info@letchworthsettlement.org.uk](mailto:info@letchworthsettlement.org.uk) so we can update your record.

We may also very occasionally use your postal address to send you information about our courses and other activities.

### **Sharing your information**

The personal information we collect about you will mainly be used by our staff and some trusted volunteers, depending on their role with us.

We will not pass on your information to any third party for marketing or other purposes. We will only share your information with third parties where we have legal duty to do so, for example, for the prevention of fraud.

We may share your information with our trusted suppliers who work with us, for example to process online payments. We make sure that our suppliers comply with Data Protection Laws and they have appropriate controls in place to store your data securely.

### **Keeping your information safe**

We take looking after your information very seriously. We have put in place appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Any debit or credit card details which are processed via our website are passed securely to Stripe, our payment processing partner, according to the Payment Card Industry Security Standards.

Any debit or credit card details provided in hard copy and processed via the Settlement Office are shredded immediately after the transaction has been completed.

**How long we keep your information**

We only keep your information for as long as is reasonable and necessary for the relevant activity, including to meet legal requirements, for example accounting records.

**Access to your information**

You have the right to request access to a copy of the personal information that we hold about you. You can make a request for access free of charge. Please make all requests for access in writing to the Settlement's Data Protection Officer (details below) and provide us with evidence of your identity.

**How to contact us**

If you have any questions about our Privacy policy or the information we hold about you, please contact the Settlement's Data Protection Officer:

Email: [dpo@letchworthsettlement.org.uk](mailto:dpo@letchworthsettlement.org.uk)

Post: 229 Nevells Road, Letchworth Garden City SG6 4UB

**Review of policy**

The policy will be reviewed annually or earlier if legislation or other circumstances change.

**Date of next review:** July 2025

**Associated policies on our website** ([letchworthsettlement.org.uk/](http://letchworthsettlement.org.uk/))

Privacy statement

Cookies policy