

Privacy Policy for ORRA

Updated: 6th July 2019

Purpose:

We are committed to protecting residents' personal information and to being transparent about the information we hold about you. Keeping personal information allows us to better target individual resident's needs, and in turn to provide you all with relevant and timely information about issues and events that are going on in Old Ratton.

The purpose of this policy is to give you a clear explanation about how we collect and process your personal information. We may process your data through your use of our website or an interaction by phone, by post, or by email. This includes any data you may provide when you become a member of ORRA.

It is important that you read this privacy policy together with any other policies detailed on our website (www.orra.online) This privacy policy supplements and supports our other policies to the benefit of all residents in Old Ratton.

We will use the information that we collect about you in accordance with the Privacy and Electronic Communications (EC Directive) Regulations 2003 and the EU General Data Protection Regulation (Regulation EU 2016/679) and ('GDPR') which becomes effective from 25th May 2018

This policy is intended to explain:

1. Who we are,
2. Information we may collect about you,
3. How we collect your data,
4. How we may use your information,
5. Security of your personal information,
6. How long we keep your data,
7. Your legal rights,
8. Notification of changes to our privacy policy,
9. Contact details and further information.

If you have any questions, please contact us through the Chairman of ORRA by emailing chairman@orra.online or the Secretary at secretary@orra.online

1. Who Are We?

ORRA is a registered company for the benefit of the residents of the Old Ratton Estate Eastbourne, specifically covering Ratton Drive, Ratton Garden, Upper Ratton Drive (to the far side of the junction with The Grove only), The Grove, Linkway, Manor Way (including Ratton Village), The Close and Walnut Tree Walk.

Its purpose is to ensure that the beautiful environment of Old Ratton is maintained and that the covenants in place are observed by the residents. ORRA manages the Roads, some Trees and Verges, Drainage etc, and endeavours to ensure that the estate is kept in prime condition. It also monitors developments to properties on the estate, making sure they are sympathetic to the surroundings and any neighbours.

ORRA is managed by a committee of volunteers which includes a Chairman, Secretary and Treasurer.

2. Information We May Collect About You

Personal information is any information about an individual from which that person can be identified. However, we wish to be clear that when we collect your data we only use it in a way that you would reasonably expect. We may, use, store and transfer different kinds of personal information about you which we have grouped together as follows:

- Identity Data includes first name, maiden name, last name, marital status, title, date of birth and gender.
- Contact Data includes billing address, house address, email address and telephone numbers.
- Transaction Data includes details about payments to and from you.
- Email Communication Data are emails between us and you, including when they were sent or received, whether they were opened, what links within them were clicked

Where we need to collect personal information by law, or under the terms of a contract we have with you and you fail to provide that information when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services or support).

3. How We Collect Your Data

We collect information about you when you become a resident in Old Ratton and pay the annual maintenance charge. We may update such information periodically.

Occasionally we may collect information about you through surveys, questionnaires and through the suggestion pages on the website but you will always be in control of the information you provide.

No information is collected or collated through membership of the Old Ratton Residents' Facebook page other than that provided by your personal profile and limited by your own privacy settings.

4. How We May Use Your Information

We will only use your personal information to carry out the function and objectives of the Association, when and where the law allows us to.

Most commonly, we will use your personal information to:

- Provide you with information and the services we endeavour to provide for the Old Ratton community
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- Where we need to communicate with you directly about matters in Old Ratton or pertaining to your property in particular.

We aim to communicate with you about the work that we do in ways that you find relevant, timely, respectful, and never excessively. To do this, we use data that we have stored about you, including any contact preferences you may have told us about.

5. Security Of Your Personal Information

Where we have your bank details we have put in place appropriate safeguards to keep your personal information secure. We will not transfer, process or store your data anywhere that is outside of the European Economic Area.

We keep your data safe on a secure server which is routinely monitored. Your information is accessible only to appropriate members of the ORRA Committee and we never share your personal information with third parties, with the exception of conveyancing solicitors in connection with a contract for property sale / purchase.

6. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements, and only for as long as you are either an owner or resident in Old Ratton.

7. Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal information, as follows:

a) Request access to your personal information

You have a right to request a copy of the personal information that we hold about you. Please use the contact details at the end of this policy if you would like to exercise this right, or any of the rights listed below. If you are a European citizen and consider our use of your personal information to be unlawful, you have the right to lodge a complaint with the UK's supervisory authority, i.e. the Information Commissioner's Office.

b) Request correction of your personal information

You have the right to request that we correct the personal information we hold about you, although we may need to verify the accuracy of the new information you provide to us.

c) Request erasure of your personal information

You have the right to request that we delete or remove personal information where there is no good reason for us continuing to process it. Please note that we may not always be able to comply with your request for erasure if there are specific legal reasons- which will be notified to you at the time of your request.

d) Object to processing of your personal information

You have the right to object to the processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

e) Request restriction of processing your personal information

You have the right to request that we suspend the processing of your personal data in the following scenarios: (A) if you want us to establish the data's accuracy; (B) where our use of the data is unlawful but you do not want us to erase it; (C) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (D) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

f) Right to withdraw consent

In circumstances where we are relying on your consent to process your personal data, you have the right to withdraw your consent at any time. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide services and information to you.

We will advise you if this is the case at the time you withdraw your consent.

Please also note the following:

- No fee usually required
- You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

You have the right to request a copy of the information we hold about you. We accept requests by post only with proof of identity so we can ensure that we provide data to the right person. This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month.

8. Notification Of Changes To Our Privacy Policy

This privacy policy may change from time to time. We will always communicate any changes to our patrons and supporters where we have accurate contact details. Please visit this section of our website periodically in order to keep up to date with changes in our privacy policy.

9. Contact Details And Further Information

Please get in touch with us if you have any questions about any aspect of this privacy policy, and in particular if you would like to object to any processing of your personal information that we carry out for our legitimate organisational interests.

Please also contact us if you have any questions about the information we hold about you, or to change your contact preferences with us:

Email us: chairman@orra.online