



Chippenham Sailing and Canoe Club

Clubhouse: Long Close Chippenham SN15 3JY

Affiliated to British Canoeing and the Royal Yachting Association (RYA)

Privacy Policy – Adopted by Club Committee 8 January 2024

Who We are...

We are Chippenham Sailing and Canoeing Club.

Our Website address is: <https://www.chippenham-scc.com/>

What type of information does the Club collect?

We receive, collect and store any information Visitors, other Users (whether members or not) enter on our Website or provide us in any other way.

We also collect information about Users Members and Former Members on our Membership Platform (LoveAdmin or any replacement Membership Platform)

We may collect personally identifiable information including:

- Name, any images of you and personal profile
- location/times/place(s) disclosed by you
- Email
- Password
- Communications
- Membership information
- Fees and payment details (including credit card information)
- Event orders (paid or unpaid)
- Comments and feedback

In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information.

We may use software tools to measure and collect Website session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

How do we collect information?

When you conduct a transaction on our Website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

When you engage with the Membership platform or Club email system records are created.

We may also from time to time collect data via surveys etc.

Why do we collect such personal information?

We collect such non-personal and personal Information for the following purposes:

- To provide and operate our club membership services;
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalized service-related notices and messages;
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

How do we store, use, share and disclose our Website visitors' personal information?

Our club Website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to provide our web-based services to you and facilitate off-line club activities.

Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com (and which may be used by the club through its Website) adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

How do we store, use, share and disclose our Members' personal information?

In addition to the storage, use, sharing and disclosure in the paragraph above related to the Clubs Website, we also store, use, share and disclose membership or activity records which result from your use of the Website may be stored, used and shared with

- our Email Providers (Zoho or a replacement mail provider)
- Our Membership Platform
- The National Governing Bodies with whom we affiliate (British Canoeing and Royal Yachting Association)

Please refer to the Terms and Conditions and Privacy policies related to our Membership platform. Note that this is currently the primary way in which membership subscriptions and other payments are processed.

- <https://loveadmin.com/privacy-policy/>

We share information at an individual or aggregate level as necessary with National Governing Bodies

- <https://www.britishcanoeing.org.uk/about/privacy-centre>
- <https://www.rya.org.uk/legal/privacy-security-and-data-protection>

Images

Our website and membership platform may feature images in the following contexts:

- Images provided explicitly by Users and Members (for example, a profile picture)
- Images provided by them to the member community via WhatsApp
- Images provided in a public social media group such as the Club's Facebook group

The club will never use such images for any purpose other than communicating with members or potential members, and explicitly will not exploit images for commercial gain. As such it considers these purposes as "fair use". Any member who objects to the use of an image sourced in this way or who request specific attribution of an image should contact membership@chippenham-scc.com

The club will not post images of young members.

How do we communicate with our site visitors?

We communicate via email and WhatsApp in order to deliver club services and integrate with a club community presence on Facebook.

In addition, we communicate via our Membership Platform.

We may contact you regarding any profile or member account (whether hosted on Wix, LoveAdmin or replacement Membership Platform) to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our club, or as otherwise necessary to contact you to enforce our membership rules, applicable national laws, and any agreement

we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Members and visitors can opt out of receiving routine service-related messages by ending their club subscription – please contact membership@scc-com.

Cookies and other tracking tools

We have a legitimate interest in maintaining and improving our Website and use standard Wix Website performance tools and for this purpose. They may track personal information through the use of cookies as set out below. In general, the cookies which are initially placed on our Website may be categorized as essential cookies.

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	12 months	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential

Cookie Name	Purpose	Duration	Cookie Type
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.X	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual Websites to save user language preference	12 months	Functional

Cookie Settings

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out of being tracked by Google Analytics across all Websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

Cookies: Third-Party Services

Third-party services, such as Google Analytics (or other applications offered through the Wix App Market, such as calendar, community order/ticket/payment processing applications) may place cookies or use other tracking technologies through Wix's services and have their own policies regarding how they collect and store information.

Embedded content from other Websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other Websites behaves in the exact same way as if the visitor has visited the other Website.

These Websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that Website.

Comments & contact forms

When visitors use our Website, we collect the data shown in a contact form or checkout; and the visitor's IP address and browser user agent string to help spam detection.

How long we retain your data

For users that register on our Membership Platform store the personal information they provide in their user profile for the duration of their membership and a reasonable period afterwards. The retention period may vary and could be indefinite, for example, if the member has yet to collect a boat left in storage in the compound. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Membership platform administrators can also see and edit that information.

For users that register on our Website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

If you leave a comment or participate in community chat, the comment and its metadata may be retained indefinitely.

What rights you have over your data

You have the following rights in relation to the personal information we hold about you:

- to access your personal information
- to be provided with information about how your personal information is processed
- to have your personal information corrected
- to have your personal information erased. Please be aware that erasing your personal information may prevent us from continuing to provide services to you.
- to object to or restrict how your personal information is processed
- to have your personal information transferred to yourself or to another business in certain circumstances

You have the right to take any complaints about how we process your personal information to the Information Commissioner:

<https://ico.org.uk/concerns/>

0303 123 1113.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF