



LAKENHEATH PLAYING FIELD ASSOCIATION

Visitor & Customer Privacy Policy

The Lakenheath Playing Field Association operates under the enclosed Privacy Policy. This policy is applicable to all who come into contact with the Lakenheath Playing Field Association, either as a user of the facilities, via digital means such as our websites or social media pages. This policy does **not** apply to employees of the Lakenheath Playing Field Association, who instead are subject to a different internal policy.

The Lakenheath Playing Field Association abides by UK law. Our data protection regulator is the Information Commissioner's Office (ICO). Our Data Protection Officer can be contacted at **privacy@lakenheathplayingfields.org**.

COLLECTION OF DATA

The Lakenheath Playing Field Association may collect the below personal data:

- Your full name
- Your address
- Your email address
- Your telephone number

We collect this data through:

- Our Lakenheath Pavilion hiring agreement
- When you contact us
- Verbal communication
- Purchases made through our websites

USE OF DATA

The data we collect from you may be used for any of the following purposes:



Eriswell Road, IP27 9AF



lakenheathplayingfields.org



secretary@lakenheathplayingfields.org

- Contacting you regarding your Lakenheath Pavilion booking or other purchases made
- Contacting you regarding other events organised by the Lakenheath Playing Field Association (if opted-in)
- Contacting you regarding marketing information for Lakenheath Pavilion, such as other offers and services you may be interested in (if opted-in)
- Contacting you regarding follow-up surveys from hire of Lakenheath Pavilion or events attended at Lakenheath Playing Fields

By withholding any of the required data listed in this document, it may result in a limited or no service being provided to you.

Your personal data is stored in the following formats:

- Physically on any completed forms/documents
- Our email inboxes, and devices that these email accounts are used on
- Within our telephone devices
- Within our websites databases
- Our electronic diary system
- Within any third party systems we may use to manage our operations

Your data is only accessible to authorised staff and committee members of the Lakenheath Playing Field Association, plus any applicable parties in the Sharing of Data section. Internally, data is only shared with persons who require it to fulfil their role.

SHARING OF DATA

We may share your data with any of the following third parties:

- Our digital services provider, such as website hosting and email account providers, where data is transmitted to us or stored digitally
- Our telephone providers, where data you send to us is transmitted through phone
- Our email marketing providers
- Any providers of software/hardware where data is transmitted through their systems

Your information will not be sold to any third party or shared outside of the above third parties.

WEBSITE COOKIES

Our Lakenheath Playing Field Association websites use cookies. These websites are listed below, and include any additional subdomains that form part of these websites:

- **lakenheathplayingfields.org**



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- lakenheathpavilion.org
- lakenheathfete.org

WHAT IS A COOKIE?

A cookie is a small text file used by websites to store information about a user on their device. For example, they can be used to authenticate a website user. You can visit allaboutcookies.org for further information.

HOW OUR WEBSITES USE COOKIES

When you visit our website for the first time, you will be asked to consent to us using cookies to track your movements around our website. By giving us consent, we can learn how our visitors use our website and to improve your user experience.

We place a cookie on your device with a unique ID, so we can identify your movements and log them together. We also store your browser and IP address, so we can build statistics on how our visitors access our website.

Our cookies do not allow us to find out anything else about you. Nor do we sell your information to third parties.

CLOSED CIRCUIT TELEVISION (CCTV)

Closed Circuit Television (CCTV) is in use across the Lakenheath Playing Fields site and inside Lakenheath Pavilion. For further information, please see our Closed Circuit Television (CCTV) Policy.

YOUR RIGHTS

The following points are in accordance with the Data Protection Act 2018:

- Your data will not be held in any form any longer than necessary
- You are to inform us if any data we may hold about you is inaccurate
- You may request to have your data removed at any time. This will be actioned unless there is any lawful reason for us not to do so, in which we will inform you of accordingly. Please note that untimely removal of data may result in a limited or no service being provided to you.
- You may request full access to your data at any time. We will provide you with this no later than one month after your request.
- You may withdraw your consent for us holding your data at any time. Please note that untimely withdrawal of consent may result in a limited or no service being provided to you.



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To contact us to request your data to be removed, obtain access to your data, or withdraw consent, please contact our Data Protection Officer at **privacy@lakenheathplayingfields.org**.

DATA SECURITY

We take data security very seriously. Your data may be transferred and stored at a destination outside of the European Economic Area.

We take every reasonable and practicable measure to ensure your data is kept safe and secure.

CONTACT INFORMATION

You can contact our Data Protection Officer at:

**FAO Data Protection Officer
Lakenheath Playing Fields Association
Lakenheath Pavilion
Eriswell Road
Lakenheath
Suffolk
IP27 9AF**

Email: **privacy@lakenheathplayingfields.org**

RIGHT TO COMPLAIN

You can contact the Information Commissioner's Office at:

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

Telephone: **0303 123 113** or **01625 545745**

Website: **ico.org.uk**



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CHANGES TO THIS POLICY

The latest version of this policy can be found on our website at:

<https://lakenheathplayingfields.org/policies/>

Changes to this policy will be noted in the Version Control section of this policy.



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VERSION CONTROL

VERSION #	DATE	NOTES / CHANGES
V1.0	2018	Initial version of this policy was published.
V1.1	01/12/2024	Moved policy to new LPFA policy template.
V1.2	30/03/2025	Clarification that policy applies to visitors and customers only, and not employees.



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