

Privacy Policy

Last Updated: 06 January 2026

This Privacy Policy explains how we collect, use, store, and share personal information, and sets out your rights in relation to that information. It should be read carefully together with any other privacy notices we may provide when collecting or processing personal data, so that you are fully informed about how and why your personal information is used.

This Privacy Policy supplements our terms and conditions and does not override them.

We process personal data in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those third parties, and we encourage you to review their privacy notices.

1. Who We Are

References to “we”, “us”, or “our” in this Privacy Policy mean:

Old Silhillians Association

Warwick Road

Knowle

Solihull

B93 9LW

United Kingdom

Telephone: +44 (0)1564 777680

What3Words: tape.limit.island

2. How We Collect Personal Data

For the purposes of this Privacy Policy, *personal data* (or *personal information*) means any information relating to an identified or identifiable individual.

We may collect personal data in the following ways:

- When you provide information directly to us (for example, by email, telephone, completing forms, or registering for membership);
- During the course of our relationship with you (including memberships, event bookings, online payments, and purchases);
- Where you make personal information publicly available (for example, via social media platforms);
- From third parties (such as parents or guardians, law enforcement bodies, or previous managing agents);
- From trusted service providers (including payment processors and marketing partners);

- Through our IT systems (including our website, CCTV systems, mobile applications, and vehicle access systems);
 - Where information is generated by us, such as records of correspondence, complaints, or incidents.
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3. Personal Data We Collect

We may collect and process the following categories of personal information:

- **Personal Details:** name, title, postal address (current and historical), telephone numbers, and email address;
- **Images and Identifiers:** photographs, CCTV footage, and recordings;
- **Internal Identifiers:** membership or loyalty numbers;
- **Financial, Welfare and Insurance Information:** payment details, transaction history, welfare information, and insurance details relating to bookings or events;
- **Correspondence:** communications with us, including enquiries, complaints, referrals, and quotations;
- **Service Usage Information:** records and statistics relating to use of our services;
- **Preferences:** communication preferences, mailing list subscriptions, and consent records;
- **Incident Information:** health and safety incidents, complaints, accident records, insurance claims, and on-site medical treatment notes;
- **Website and Technical Data:** IP address, device identifiers, and access date and time.

Provision of certain information is optional; however, failure to provide required information may prevent us from delivering requested services or products.

4. How and Why We Use Your Personal Data

We will only process personal data where we have a valid lawful basis under data protection legislation. These bases may include:

- Your consent;
- Performance of a contract or steps taken at your request prior to entering into a contract;
- Compliance with legal or regulatory obligations;
- Our legitimate interests, provided these are not overridden by your rights and freedoms.

Where we rely on legitimate interests, we carry out appropriate balancing assessments. Further information can be requested using the contact details below.

Key Purposes for Processing

We use personal information for purposes including, but not limited to:

- Administration and delivery of memberships, events, and services;
 - Customer communications and support;
 - Fraud prevention and identity verification;
 - Health, safety, and security management;
 - Operation and security of IT systems and websites;
 - Marketing and promotional communications (where permitted);
 - Internal compliance, investigations, and complaints handling;
 - Legal proceedings and regulatory compliance;
 - Business analysis, quality assurance, training, and risk management;
 - Business reorganisation, mergers, or transfers of assets.
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5. Direct Marketing

Where permitted by law, we may send you marketing communications about our services, events, or offers by email, telephone, text message, post, or social media.

You may manage or withdraw your marketing preferences at any time by:

- Using the unsubscribe link included in marketing communications;
- Emailing admin@silhillians.co.uk with the subject line “*Unsubscribe: Marketing Contact List*”;
- Replying *STOP* to SMS communications;
- Contacting us by telephone or in person.

We do not sell personal data or share it with third parties for their own marketing purposes.

6. CCTV

CCTV operates on our premises for safety and security purposes. Recorded information may include visual images and, in limited circumstances, audio recordings.

Clear signage is displayed to inform individuals of CCTV use. Access to recordings is restricted and managed in accordance with applicable security and privacy policies.

CCTV recordings are generally retained for up to 31 days, unless required for investigations, legal proceedings, or regulatory purposes.

7. Children's Information

Our services are intended for individuals aged 18 or over. We do not knowingly collect personal data from individuals under 18 without parental or guardian consent.

If we become aware that personal information has been collected from a minor without appropriate consent, we will delete it promptly.

8. Sharing Personal Information

We may share personal information only where necessary and lawful, including with:

- Service providers supporting our operations (such as payment processors, IT providers, and marketing agencies);
- Professional advisers (including legal, insurance, and audit professionals);
- Regulatory, governmental, and law enforcement authorities where required by law;
- Third parties involved in business restructuring, mergers, or asset transfers.

All third parties are required to protect personal data and use it only for specified purposes.

9. Data Security

We implement appropriate technical and organisational measures to protect personal information, including access controls, encryption, staff training, secure storage, and data minimisation practices.

While we take reasonable steps to protect information transmitted online, no method of transmission is completely secure.

10. Data Retention

Personal information is retained only for as long as necessary for the purposes outlined in this Privacy Policy and in accordance with legal and regulatory requirements.

Typically, data is retained for up to six years following the end of our relationship, unless longer retention is required or justified.

11. Your Rights

Under data protection law, you may have the right to:

- Access your personal data;
- Request correction or erasure;
- Object to or restrict processing;
- Withdraw consent where applicable;
- Request data portability;
- Lodge a complaint with a supervisory authority.

Requests may be submitted to **admin@silhillians.co.uk** or by calling +44 (0)1564 777680. Identity verification may be required.

12. Supervisory Authority

If you are dissatisfied with our handling of your personal data, you may lodge a complaint with the UK Information Commissioner's Office (ICO). We encourage you to contact us first to resolve any concerns.

13. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect legal or operational changes. The most recent version will always be available on our website.