

# The London & North Western Railway Society

## Privacy Notice

Registered Charity No. 1204954

*Last updated: 24 June 2026*

### 1. About this notice

The London & North Western Railway Society (“the Society”, “we”, “us” or “our”) is committed to protecting your personal information and respecting your privacy. This notice explains what personal information we collect about you, how we use and look after it, and the rights you have under data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Please read this notice carefully so that you understand how we handle your personal information. We may update it from time to time — see “Changes to this notice” at the end.

### 2. Who we are

The Society is an educational charity (a Charitable Incorporated Organisation, registered charity number 1204954). It was founded in 1973 to collect and disseminate information about the London & North Western Railway (the LNWR) and its successors, and achieved charitable status in 2005, becoming a CIO in September 2023.

To support its objectives the Society maintains a growing archive at its Study Centre and Archive at 35 Vine Street, Coventry, currently some 23,000 catalogued items and approximately 20,000 photographs. We provide members with quarterly publications in the form of a Journal and Newsletter, together with other occasional publications. Members can also access a wide range of information through the Society’s website, [www.lnwrs.org.uk](http://www.lnwrs.org.uk), including details of Society events, modelling information, LNWR staff information and searchable indexes of our archives of photographs, drawings, books and articles.

### 3. Who is responsible for your information

For the purposes of data protection law, the data controller is The London & North Western Railway Society. The Society’s Membership Secretary is the point of contact for any question, request or complaint about how we handle your personal information, and can be reached using the details below.

**Data Controller: The London & North Western Railway Society (registered charity no. 1204954)**

**Point of contact: The Membership Secretary**

Toby Martin, Membership Secretary

The L&NWR Society, Fleur-de-lys, Ashby de la Launde, Lincoln, LN4 3JD

Email: [membership@lnwrs.org.uk](mailto:membership@lnwrs.org.uk)

Please contact the Membership Secretary for all enquiries relating to your membership, payments or change of address, and for any matter arising from this notice. Where possible, please make requests in writing.

### 4. The personal information we collect

#### Information you give us

When you become a member, volunteer or customer of the Society, or when you use our website or membership system, you may give us personal information. This may include your name, postal address, email address, telephone number, and any specific interests relating to the LNWR or the Society.

We do not collect or store financial, credit card or PayPal information. All financial transactions are handled by PayPal, Stripe, SumUp or similar payment providers, who do not share your payment details with us.

### **Information from your use of our website and services**

Each time you visit our website or and other online services we may automatically collect certain technical information. This includes the Internet Protocol (IP) address used to connect your device to the internet, your login information, browser type and version, browser plug-in types and versions, operating system and platform, and information about the pages you have viewed (for example through cookies).

### **Competitions**

When you enter competitions, the following information may be collected and shared with organisers, and results may be published: membership number, first name, surname, email address, postal address, telephone number and model railway club information.

### **Photography and video at events**

In accordance with our competition and event documentation, photography and video may be taken at events. These images may be used on our website, our social media platforms and in promotional or internal documents.

### **Information from third parties**

We work closely with third parties — including business partners, associate bodies, sub-contractors providing technical, payment and delivery services, advertising networks, analytics providers and search information providers — and may receive information about you from them.

## **5. How and why we use your information**

We use your personal information only where we have a lawful basis to do so under Article 6 of the UK GDPR. The bases we rely on are:

- Contract — to provide the membership and benefits you have signed up for, such as delivering your Journal, Newsletter and other publications and giving you access to members' services.
- Legitimate interests — to run the Society effectively and pursue our charitable and organisational aims. For example, when you apply to become a member we have a legitimate interest in using your information to respond to you and provide the benefits of membership.
- Consent — where you have agreed, for example to receive marketing by email or post. You can withdraw your consent at any time (see "Marketing" and "Your rights").
- Legal obligation — to comply with our legal, regulatory, tax, accounting and corporate-governance duties and good practice.

In particular, we may use your information to:

- provide the services you have requested, such as membership benefits or information you have asked for;

- administer Society activities, for example organising open days, area meetings and other events;
- tell you about other goods and services we offer that are similar to those you have purchased or enquired about;
- notify you about changes to our services or member benefits;
- administer, maintain and improve our website and internal operations, including troubleshooting, data analysis, testing, research and statistical purposes;
- present website content in the most effective way for you and your device, and keep our website safe and secure; and
- keep an accurate record of your relationship with us and your contact preferences.

## Profiling

We may use profiling and screening techniques (such as a survey of your interests) to ensure our communications are relevant and timely and to give members a better experience. This may involve analysing geographic, demographic and other information so that we understand our members and those with whom we have a formal relationship, and can tailor how and what we communicate. We use it to record how you prefer to be contacted, your preferences regarding the LNWR and related activities, and your relationship with us. We do not carry out profiling in relation to children.

## Automated decision-making

We do not make decisions based solely on automated processing that produce legal effects, or similarly significant effects, concerning you.

## 6. Marketing

We may contact you for marketing purposes by email or text message where you have agreed to be contacted in that way. By subscribing to Society emails or opting in to email communication from the Society, you agree that we may use your email address to communicate with you about Society business, products or services. These communications may occasionally include information from other organisations.

It is your choice whether to receive information about our work, how we raise funds and how you can get involved. If you do not wish us to use your personal information in this way, please tick the relevant box on the form on which we collect your data. You can opt out of marketing emails at any time by clicking the “unsubscribe” link in any marketing email, or by contacting the Membership Secretary. If you opt out, we will keep a record of your preference on a suppression list so that we do not contact you again for marketing.

## 7. Sharing and disclosing your information

We may share your information with the following selected third parties:

- online mail-distribution organisations, for sending e-newsletters, e-books, notices and other digital publications;
- postal services, for distributing newsletters, books, notices and other publications; and
- analytics and search-engine providers, who help us improve and optimise our website.

We require all third parties to comply strictly with our instructions and with data protection law, and we put appropriate controls in place. We enter into contracts with our data processors and monitor their activities to ensure they comply with the Society’s policies and procedures.

We may also disclose your personal information where we are under a duty to do so in order to comply with a legal obligation — for example, to government bodies or law-enforcement agencies — or in order to enforce or apply our agreements.

## **8. Storing your information and international transfers**

The data we collect from you is held on the Society's systems, which are controlled by the Society (the data controller), with the Membership Secretary as the point of contact, and used by the Society's trustees and officers (acting as data processors) to carry out their duties under the Society's constitution. By submitting your personal data you agree to this storage and processing.

We do not routinely transfer your personal information to countries outside the United Kingdom. If at any time it becomes necessary to do so, we will ensure that an appropriate safeguard recognised under the UK GDPR is in place to protect your information.

The Society takes all steps reasonably necessary to ensure that your data is treated securely and in accordance with this notice. Where you have been given, or have chosen, a password that allows you to access certain parts of our website or and other online services, you are responsible for keeping that password confidential, and we ask you not to share it with anyone.

## **9. How long we keep your information**

We keep your personal information only for as long as necessary to operate our services and to meet our legal, tax and accounting obligations. Where information is no longer needed to identify you, we may retain it in a non-identifiable form for statistical purposes for longer than six years.

## **10. Your rights**

Under data protection law you have a number of rights in relation to your personal information. These include the right to:

1. be informed about how we use your personal information (which is the purpose of this notice);
2. request access to a copy of the personal information we hold about you;
3. have any inaccurate information corrected;
4. request that we erase your personal information (the "right to be forgotten");
5. request that we restrict the processing of your information in certain circumstances;
6. object to our processing of your information, including for marketing purposes;
7. data portability, where this applies; and
8. withdraw your consent at any time where we are relying on consent to process your information.

To exercise any of these rights, please contact the Membership Secretary using the details in section 3. We may need you to prove your identity with two pieces of approved identification before we act on a request to access or erase your data. We will respond within one month of receiving your written request and confirmed identification. Please give us as much information as you can about your contact with the Society so that we can locate your records. There is no charge for making a request unless it is manifestly unfounded or excessive.

## 11. Enquiries and complaints

The Membership Secretary is the first point of contact for any enquiry arising from this notice. Where possible, please raise enquiries in writing.

If you are unhappy with our work, or with something we have done or failed to do, please tell us in writing. We will acknowledge receipt of all complaints and will endeavour to investigate within 15 working days. Complaints should be sent to:

**The Membership Secretary**

The L&NWR Society, 35 Vine Street, Coventry, CV1 5HN

Email: [membership@lnwrs.org.uk](mailto:membership@lnwrs.org.uk)

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection, if you are concerned about how we handle your personal information. You can do this using the ICO's online form at <https://ico.org.uk/concerns/handling/>.

## 13. Changes to this notice

We may update this notice from time to time, so please check it occasionally. If we make a significant change to the way we treat your personal information, we will tell you by sending a notice to the primary email address you have given us, or by placing a prominent notice on our website. By continuing to use our website and other online services you will be treated as having accepted any such changes.

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*This Privacy Notice was last updated on 24 June 2026.*