

Privacy Policy

Cleaver Square, Cleaver Street and Bowden Street Residents' Association & Neighbourhood Watch

Effective Date: 12 June 2026

Last Updated: 12 June 2026

1. Introduction

Cleaver Square, Cleaver Street and Bowden Street Residents' Association & Neighbourhood Watch ("we", "our", "us") is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect your personal data when you visit our website and interact with us. We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations (PECR), and other applicable UK data protection laws.

By using our website, you acknowledge that your personal data may be processed as described in this Privacy Policy.

2. Data Controller

The data controller responsible for your personal data is:

Cleaver Square, Cleaver Street and Bowden Street Residents' Association & Neighbourhood Watch

Cleaver Square

London SE11 4DW

Email: pennyrc@btinternet.com

For any privacy-related enquiries, please contact us using the details above.

3. Personal Data We Collect

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

Information You Provide

When you contact us through our website, email us, subscribe to newsletters, or otherwise communicate with us, we may collect:

- Name
- Email address

- Telephone number (if provided)
- Postal address (if provided)
- Contents of your message or enquiry
- Any other information you voluntarily provide

Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Operating system
- Pages visited
- Time and date of visits
- Referring website addresses
- Usage and navigation data

Cookies and Similar Technologies

We use cookies and similar technologies to improve website functionality, understand website usage, and enhance user experience.

Further information is provided in Section 10 (Cookies).

4. How We Use Your Personal Data

We may use your personal data to:

- Respond to enquiries and requests
- Manage communications with residents and community members
- Distribute newsletters and community updates
- Administer neighbourhood watch activities
- Improve our website and services
- Monitor website performance and usage
- Maintain website security
- Comply with legal obligations
- Protect our legitimate interests as a residents' association

5. Legal Bases for Processing

Under UK GDPR, we rely on the following legal bases:

Legitimate Interests

We process personal data where necessary for our legitimate interests, including:

- Managing the residents' association
- Communicating with residents and stakeholders
- Maintaining community engagement
- Improving website performance and security

Consent

We rely on consent when:

- Sending newsletters or marketing communications where consent is required
- Using non-essential cookies and analytics technologies

You may withdraw consent at any time.

Legal Obligation

We may process personal data where necessary to comply with legal or regulatory obligations.

6. Newsletter and Email Communications

If you subscribe to receive newsletters, updates, or community communications, we will use your contact details to send relevant information.

You may unsubscribe at any time by:

- Following the unsubscribe instructions included in communications; or
- Contacting us at pennyrc@btinternet.com.

We will promptly honour any request to stop receiving marketing communications.

7. Sharing Your Personal Data

We do not sell personal data.

We may share personal data where necessary with:

- Website hosting providers
- Website analytics providers
- Professional advisers
- Regulatory bodies, law enforcement agencies, courts or government authorities where legally required

Any third parties processing data on our behalf are required to maintain appropriate security measures and process data only in accordance with applicable data protection laws.

8. International Transfers

Our activities are focused within the United Kingdom.

Where personal data is transferred outside the UK, we will ensure appropriate safeguards are in place as required by UK GDPR.

9. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including:

- Responding to enquiries
- Managing subscriptions
- Maintaining records of residents' association activities
- Complying with legal obligations

Retention periods may vary depending on the nature of the information and legal requirements.

When personal data is no longer required, it will be securely deleted or anonymised.

10. Cookies

Our website uses cookies and similar technologies.

Cookies help us:

- Ensure website functionality
- Remember user preferences
- Analyse website traffic and usage
- Improve website performance

Types of Cookies We May Use

Essential Cookies

Required for the operation of the website.

Analytics Cookies

Used to understand how visitors interact with the website and improve performance.

Preference Cookies

Used to remember settings and preferences.

Where required by law, we will request your consent before placing non-essential cookies on your device.

You can manage cookie preferences through your browser settings.

11. Security

We take appropriate technical and organisational measures to protect personal data against:

- Unauthorised access
- Unauthorised disclosure
- Loss
- Misuse
- Alteration
- Destruction

However, no method of internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

12. Your Rights

Under UK GDPR, you may have the right to:

- Access your personal data
- Correct inaccurate personal data
- Request erasure of personal data
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent at any time where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, contact:

Email: pennyrc@btinternet.com

We may request proof of identity before responding to your request.

13. Complaints

If you are dissatisfied with how we process your personal data, please contact us first so we can attempt to resolve your concerns.

You also have the right to lodge a complaint with the Information Commissioner's Office:

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

Website: <https://www.ico.org.uk>

14. Children's Privacy

This website is not intended for children under the age of 13. We do not knowingly collect personal data from children.

If you believe a child has provided personal information to us, please contact us so we can take appropriate action.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements, technology, or our practices.

Any updates will be posted on this page together with the revised effective date.

We encourage visitors to review this Privacy Policy periodically.

16. Contact Us

If you have any questions regarding this Privacy Policy or our processing of personal data, please contact:

Cleaver Square, Cleaver Street and Bowden Street Residents' Association & Neighbourhood Watch

Cleaver Square
London SE11 4DW

Email: pennyrc@btinternet.com