The CTRAA Privacy Policy

The Cherry Trees Residents' Amenities Association ("CTRAA") is committed to protecting your personal information. This privacy policy document gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

Who we are and what we do

The CTRAA is an unincorporated residents' association. Our website is www.ctraa.org.uk. It is the neighbourhood association for Londoners who live in the Kensington Palace Conservation Area between Kensington Palace Gardens and Kensington Church Street. Our aims are to improve our neighbourhood and to function as our representative towards the borough council and other authorities, as well as providing opportunities for our members to meet each other and to enjoy other benefits from time to time, such as providing access to our members to a local retailers discount scheme. Our members help us to achieve all of this by paying an annual subscription which we use to further our aims.

The personal data we hold and how we collect it

We collect personal data when a member (new or existing) provides us with the information requested on the membership form and any related details. This may include the member's name (and the names of family members), postal address, phone numbers, e-mail address and payment/subscription details. If a current member informs us of any changes, we shall hold the new details in place of the old ones.

We hold members' personal data for the following purposes:

- to keep a record of our members' subscriptions paid and other donations;
- to send regular information on alerts and events to each member by post and/or by e-mail;
- to provide access to our members to certain privileges from time to time (such as our local retailers discount scheme); and
- to enable us to check that our records are up-to-date.

We do not share information with other CTRAA members (other than CTRAA committee members on a need-to-know basis), nor with other organisations or businesses.

Access to your personal information

You can request to see, amend or delete the personal data that we hold about you.

You can unsubscribe to mailings (by e-mail and/or post) at any time by contacting the CTRAA by e-mailing membership@ctraa.org.uk or otherwise as set out on our website.

If you ask us to delete your personal data, we will not be able to provide you with the benefits of membership.

How we protect your information

We take care to protect your information. All personal information stored by us is kept in a secure system to which access is limited.

How long will we hold your personal information?

If you ask us to delete your details, if you resign as member, or if your member's subscription remains unpaid for two years after it has become due, we shall remove you from the membership list and we shall not contact you in the future.

We keep records as long as deemed prudent or as required to comply with statutory requirements.

Changes to this privacy policy

We may update this privacy policy from time to time. The date of the most recent revisions will appear on this page on our website (www.ctraa.org.uk).

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