



PRIVACY AND COOKIE POLICY



NATIONAL TRACTION ENGINE TRUST

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1. Introduction

- 1.1. The National Traction Engine Trust ("NTET", "we", "our", "us") respects your privacy and is fully committed to keeping safe any personal information that you choose to give us. This Privacy and Cookie Policy sets out how we collect, use, and protect your personal data in accordance with the UK GDPR and the Data Protection Act 2018.
- 1.2. This policy should be read in conjunction with our internal Data Protection Policy.
- 1.3. If you have any questions about this policy or how we handle your data, you can contact us at:

By Post:

National Traction Engine Trust
4 Church Green East
Redditch
Worcs
B98 8BT

By Email:

compliance@ntet.co.uk

2. How We Collect Personal Data

- 2.1. We collect personal information directly from you when you:
 - 2.1.1. enquire about our organisation or services;
 - 2.1.2. subscribe to our newsletters, publications or updates;
 - 2.1.3. become a member;
 - 2.1.4. make a donation;
 - 2.1.5. purchase from our online shop;
 - 2.1.6. take part in surveys (which may be hosted on trusted third-party platforms such as Fillout); or
 - 2.1.7. visit our website.

This may be done via our website, by phone, email, or through paper forms.

3. What Data We Collect and Why

Activity	Data Collected	Notes	Next Steps
Membership Applications and Renewals	Name Address Email Phone number DOB Payment details	Process memberships Send publications Manage renewals Administer Gift Aid	Contract – to fulfil membership agreements. Legal obligation – for Gift Aid reporting to HMRC. Legitimate interests – sending relevant NTET communications and publications.
Steam Apprentice Club (SAC) Sponsorship	Name Address Email Phone number	Manage junior membership, sponsorship admin, event participation, safety measures.	Contract – to provide membership services. Legitimate interests – ensuring safe and appropriate interaction with minors. Consent – for marketing communications and any optional photo use.
Volunteer Recruitment and Engagement	Name Address Email Phone number Interests, experience or skills	Recruit volunteers, match individuals to suitable roles, manage involvement.	Legitimate interests – to support NTET's operations and events. Consent – if providing optional info or subscribing to communications.
Event Participation and Communications	Name Address Email	Register attendees, send joining instructions, provide updates	Legitimate interests – managing participation.
Publications and Mailings	Name Address Email Membership Status	Distribute member benefits and publications.	Contract – as part of membership service. Legitimate Interests – ensure members receive expected content.
Online Shop Purchases	Name Delivery Address Payment Details Contact information	Fulfil orders, process payments and send goods.	Contract – sale of goods. Legal Obligation – retain payment records for accounting.
General enquiries via email or contact forms	Name Email Message content	Respond to queries Offer support Provide information	Legitimate Interests – to communicate with individual requesting information.
Member Area (Logged-In Area)	Login details Name Email Membership ID User preferences	Provide members with content and profile access.	Contract – part of the membership service. Legitimate Interests – managing secure access.
Rally Organisers Area	Name Email Address Phone Number Survey Responses	Supporting events, ensuring safety and sharing operational documents.	Legitimate Interests – managing Supported Events.
Surveys and Feedback	Name Email Address Phone Number Survey Responses	Gather feedback, improve services, develop member offerings, understand member/visitor needs	Legitimate interests – to improve our services and offerings. Consent – where optional or sensitive data is provided.

Note:

Where we rely on legitimate interests, we ensure that we have conducted a Legitimate Interests Assessment to confirm that our processing is proportionate and respects your rights.

4. Use of Personal Data

4.1. We only use your data where necessary and for purposes you would reasonably expect:

- 4.1.1. To process and manage your membership, including applications, renewals, benefits delivery, and Gift Aid declarations;
- 4.1.2. To process donations and associated correspondence or acknowledgements;
- 4.1.3. To provide access to members-only or organiser-restricted areas of our website and manage access credentials;
- 4.1.4. To send newsletters, publications (such as Steaming), updates, and relevant event information;
- 4.1.5. To respond to your enquiries and correspondence;
- 4.1.6. To administer volunteer engagement, rally support, and event coordination, including processing submitted forms and steward information;
- 4.1.7. To deliver goods and services purchased through our online shop;
- 4.1.8. To manage and improve our website, including analysing usage patterns and technical performance; or
- 4.1.9. To conduct surveys, gather feedback, and improve our services and member offerings, including where surveys are administered using secure and trusted third-party platforms (e.g., Fillout).

5. Marketing Communications

- 5.1. If you subscribe to our newsletter, we may send you occasional emails about NTET events, updates, and offers. You can opt out at any time using the unsubscribe link or by contacting us at compliance@ntet.co.uk.

6. Third Parties and Data Sharing

- 6.1. We do not sell or trade your personal data. We may use trusted third parties such as Mailchimp for email campaigns, Stripe or GoCardless for payments, and website analytics tools such as Google Analytics. These providers are required to keep your data secure and confidential. We may also use trusted third-party survey platforms (such as Fillout) to collect and process survey responses. These providers are required to keep your data secure and confidential.

7. Cookie Policy

- 7.1. Cookies are small text files stored on your device to improve your website experience.

7.2. Our cookies help us:

- 7.2.1. Make our site function effectively**
- 7.2.2. Improve security and speed**
- 7.2.3. Understand how people use our website**
- 7.2.4. Inform future content and functionality**

7.3. We do not use cookies to collect sensitive or personally identifiable data without your permission.

7.4. You can manage or withdraw cookie consent at any time using your browser settings or by following the link in our Cookie Consent Banner

7.5. Google Analytics: We may use Google Analytics to collect anonymous data on site usage. Google may store this data on servers in the US. You can disable cookies in your browser settings, although this may affect site functionality.

8. Data Security

8.1. We use:

- 8.1.1. SSL encryption for online forms**
- 8.1.2. Secure databases and servers**
- 8.1.3. Trusted payment providers (e.g., Stripe, GoCardless)**

8.2. Access to your data is restricted to authorised personnel only.

9. Data Retention

9.1. We retain personal data only as long as necessary for the purpose it was collected. We securely dispose of data that is no longer required, in accordance with legal and regulatory obligations.

10. Your Rights

10.1. You have the right to:

- 10.1.1. Access your personal data.**
- 10.1.2. Correct inaccurate or incomplete data.**
- 10.1.3. Request deletion of your data ("right to be forgotten").**
- 10.1.4. Object to or restrict processing.**
- 10.1.5. Withdraw consent at any time.**
- 10.1.6. Lodge a complaint with the Information Commissioner's Office (ICO).**

10.2. To exercise your rights, contact us at compliance@ntet.co.uk.

11. Links to Other Websites

11.1. Our website may contain links to third-party websites. We are not responsible for their content or privacy policies. We recommend reviewing their privacy notices separately.

12. Policy Updates

12.1. This policy will be reviewed regularly and may be updated to reflect changes in legislation or our data protection practices. Please check this page from time to time to stay informed.