

Cycling In Lowestoft Privacy Notice

Last updated: July 2026

Cycling In Lowestoft respects your privacy and will only use your personal information for clear and necessary reasons.

Who we are

Cycling In Lowestoft is a local community cycling group based in Lowestoft.

For privacy questions, please contact us using the Contact Us form on our website.

What information we collect

When you use our Contact Us form, we may collect:

- your name
- your email address
- the reason for your enquiry
- your message
- your IP address
- your browser/device information

When you sign up for email updates or newsletters, we may collect:

- your name, if you provide it
- your email address
- the update topics you choose
- your subscription status
- the date you signed up
- unsubscribe and preference information

Email update topics may include:

- Dr Bike sessions
- community rides and events
- Big Bike Revival activities
- news and newsletters
- volunteering opportunities
- other Cycling In Lowestoft activities

If you join Cycling In Lowestoft, we may also keep basic membership details such as:

- your name
- your email address
- your postcode area
- your membership status
- your payment or renewal status

If you volunteer, help organise activities, attend meetings, or are involved in Cycling In Lowestoft administration, we may keep basic records such as:

- your name
- your role or involvement
- actions agreed at meetings
- event or activity records
- risk assessment records
- safeguarding or safety-related information where necessary

Photos, videos and gallery uploads

If you upload a photo or video for our website gallery, or send us media for use by Cycling In Lowestoft, we may collect:

- your name
- your email address
- the photo or video file
- any caption, event name, location or date you provide
- any credit name you ask us to show
- your consent or permission statement
- upload date and basic technical information

Approved photos, captions and credit names may be displayed publicly on our website.

We will not publish your email address.

You should only upload photos or videos that you took yourself, or that you have permission to share.

Why we collect this information

We use this information to:

- reply to your enquiry
- manage contact messages through our website ticket system
- send email updates you have chosen to receive
- manage your email preferences
- handle unsubscribe requests
- manage membership requests and records
- organise Cycling In Lowestoft activities
- manage volunteers and administrators
- keep records of actions taken
- support risk assessments and safety planning
- protect the website from spam, misuse or security issues
- meet legal, safeguarding, financial or record-keeping responsibilities
- review and manage photo or video uploads
- publish approved gallery photos or videos on our website
- keep a record of permission or consent for media uploads
- remove photos or videos if there is a valid request or concern

Email updates and newsletters

If you sign up for email updates or newsletters, Cycling In Lowestoft will only use your email address to send the types of updates you have chosen.

You can change your preferences or unsubscribe at any time using the links included in our emails.

If you unsubscribe, we may keep a limited record of your email address and unsubscribe status so that we do not contact you again by mistake.

We do not sell or share our mailing list for marketing by other organisations.

Photos, videos and public gallery

Cycling In Lowestoft may use photos or videos to show our rides, events, activities and community work.

Photos or videos may be taken at public or group activities, or uploaded through our website gallery form.

Where we use a photo or video on our website, we will try to do so respectfully and appropriately.

If you upload a photo or video, you confirm that you took it or have permission to share it, and that Cycling In Lowestoft may display it on the website.

You can ask us to remove a photo or video from the website by contacting us through the Contact Us form.

We may refuse or remove uploads that are unsuitable, unsafe, offensive, unclear, unrelated to Cycling In Lowestoft, or where we have concerns about permission or privacy.

Our lawful basis

We use your information under the following lawful bases:

Legitimate interests

We use legitimate interests for general administration, replying to enquiries, managing contact messages, organising activities, keeping basic records, protecting the website from misuse, and running Cycling In Lowestoft as a community group.

Consent

We use consent when you sign up to receive email updates or newsletters.

We may also use consent or permission where someone uploads a photo or video for our website gallery, or asks us to display their name as a photo credit.

You can withdraw your consent at any time by unsubscribing, changing your email preferences, or contacting us through the Contact Us form.

Legal obligation

We may use and keep information where needed for legal, financial, safeguarding, insurance, or regulatory reasons.

Vital interests

In rare cases, we may use or share information where necessary to protect someone's life, health or safety.

Who can see your information

Your information may be seen by authorised Cycling In Lowestoft administrators or volunteers who need access for their role.

We do not sell your personal information.

We do not share your information for advertising or marketing purposes.

We may share information if required by law, or if needed to protect someone's safety.

We may also use trusted service providers to help run our website, email systems, hosting, administration or security. These providers must only use information as needed to provide those services.

How long we keep your information

Contact form messages are normally deleted within 3 months after the enquiry has been dealt with, unless we need to keep them longer for safety, safeguarding, legal, financial, dispute or record-keeping reasons.

Email update and newsletter records may be kept while you remain subscribed.

If you unsubscribe, we may keep a limited unsubscribe record so we can respect your choice.

Membership records are normally kept while you are a member. If you leave Cycling In Lowestoft, we will delete or minimise your membership record when it is no longer needed, unless we need to keep limited information for legal, financial, dispute, safeguarding or record-keeping reasons.

Risk assessment, safety, safeguarding, financial or dispute-related records may be kept for longer where necessary.

Gallery upload records may be kept while the photo or video remains on the website, and for a reasonable period afterwards if needed for administration, consent records, disputes or safeguarding concerns.

We will not keep personal information for longer than we reasonably need it.

Cookies and tracking

The public website does not use advertising cookies, marketing cookies or tracking cookies.

The admin area may use necessary session cookies so authorised users can log in securely.

We do not use Google Analytics, Facebook Pixel, advertising tracking or embedded social media tracking.

Your rights

You can ask us to:

- tell you what personal information we hold about you
- correct information that is wrong
- delete information where appropriate
- stop using your information in some circumstances
- object to how your information is being used
- withdraw consent for email updates or newsletters
- change your email update preferences

To do this, contact us using the Contact Us form on the website.

Complaints

If you are unhappy with how we handle your personal information, please contact us first so we can try to resolve it.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK data protection regulator.

ICO website: www.ico.org.uk

ICO phone: 0303 123 1113