

# NOC Privacy Policy

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**The Norton Owners Club Limited** is committed to protecting and safeguarding the privacy of its members, customers and visitors to its website.

This policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, or becoming a club member you are agreeing to be bound by this policy.

Any questions regarding this policy and our privacy practices should be sent by email to [secretary@nortonownersclub.org](mailto:secretary@nortonownersclub.org) or by writing to the following address:

Secretary  
The Norton Owners Club Limited  
17 Pinchcut  
Burghfield Common  
RG7 3HP

## Who are we?

The Norton Owners Club Limited, founded in 1959 is a worldwide membership association, based in the UK and runs under its Articles of Association which may be seen here:

[Download The Norton Owners Club Limited Articles of Association.](#)

Our registered office address:

5 Walsall Street  
Wednesbury  
West Midlands  
WS10 9BZ

Our company registration number in England: 12037569

Our VAT registration number: 368 8236 11

Further information from Companies House:

<https://find-and-update.company-information.service.gov.uk/company/12037569>

The club's Web and Data Officer, Paul R Smith acts as its Data Protection officer who may be contacted via email at [webmaster@nortonownersclub.org](mailto:webmaster@nortonownersclub.org)

## What information is being collected?

The club collects different types of data which may be categorised as:

- Membership registration data
- Transaction and location data
- Social media data
- Mobile phone application data

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## How is it collected?

We obtain information about you when you use our website, for example, when you contact us about products and services from the membership Joining form, from the NOC shop and service database and from the mobile phone app (Conduit Ltd).

## Use of Cookies

In order to maintain member's log-ins to the club website, the club uses an online identifier or session cookie which expires after the member has logged out. Customers purchasing items from the NOC shop ecommerce facility also maintain the information related to their purchase (shopping cart items) using a similar cookie-based system. These cookies are set to expire following the conclusion of the transaction. The shop offers a wish list system which sets a cookie to link the customer to his or her wish list which is kept on the club server. The club does not use cookies for use in marketing its services.

Customers using the club's mobile phone application are subject to the privacy policy offered by the application's developers, Conduit Ltd. The Norton Owners Club does not carry out any data processing in relation to this application.

## Why is it being collected?

Membership data is collected to meet the club's contractual duties to its members. This includes the monthly posting of Roadholder magazine, allows access to membership only services on the website and where agreed, to enable notifications to and from the club to the member. The legal basis for the club's processing of this data is the contract between the club and its members detailed in its Articles of Association.

Transaction data is collected to allow the postage of purchased items and enable customer service support in the event of any issue arising. The legal basis for the processing of this data is the contract of sale between the club and its customers.

Social Media data is maintained by the platforms that we use, in order that the club can advertise its activities using an online presence. Any data processing with respect to visitor's data for these social media channels is carried out by the social media channel concerned. Further information is available on these platform's privacy policies and are available using these links:



## How will it be used?

Membership registration data is used to send out our monthly magazine, Roadholder and to provide club services on the NOC website. Where agreed, the club and its branches may use the data to notify members of club activities that may be of interest.

Transaction and location data are used to process orders that you have submitted for spares, merchandise or club services. Location data is requested by our services database to help members find local suppliers to assist with maintaining their motorcycles.

## Who will it be shared with?

The club has a strictly observed privacy policy with each of the suppliers it uses to operate its services. The club shares its membership registration and its transaction and location data with its website supplier, <http://www.white-hot.co/> for the purpose of maintaining the operation of the website.

The club shares certain membership address information with the publisher of its Roadholder magazine, <https://www.lavenhampress.com/> in order that they can send these out to members. We have assured ourselves of the security of these processes through controller processor agreements, which are available to view on application.

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The club shares limited membership data with our auditors.

The club shares certain elements of its transaction data with our payment service providers PayPal, WorldPay and our bank HSBC. The data is provided only to the extent necessary for the purposes of processing payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment service providers' privacy policies and practices at the following links:

<https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

<https://www.fisglobal.com/en/privacy>

<https://www.privatebanking.hsbc.com/privacy-notice/>

For the 2021 AGM on 28<sup>th</sup> March, the Club will be using an external company CIVICA to manage the remote meeting. For the meeting to be successful the Club will need to share membership data with CIVICA. To that end we have reviewed CIVICA's privacy policy:

[Civica Election Services privacy policy | Civica](#)

## **What will be the effect of this be on the individuals concerned?**

The Norton Owners Club will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting but only if you tell us that you wish this to happen.

If you believe that any information, we are holding on you is incorrect or incomplete, please email us as soon as possible. We will promptly correct any information found to be incorrect. Members may log-in to the site at any time to update their membership registration data and to choose or update their password.

Agreed by the Norton Owners Club's Admin Sub-Committee 12<sup>th</sup> May 2018

Refreshed: December 2020