

NOC Privacy Policy



The **Norton Owners Club** 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're 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 or by writing to the following address:

The Hon. Secretary
Norton Owners Club
63 Baden Road
Kingswood, Bristol BS15 9XE

Who are we?

The Norton Owner's Club, founded in 1959 is a UK based membership association and runs under its Constitution which may be seen here.

[Norton Owner's Club Constitution](#)

The Club's Web and Data Manager, Mr David Kington acts as its Data Protection officer who may be contacted at the address shown in Roadholder magazine.

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

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.

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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 constitution.

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 Facebook and Twitter in order that the club can advertise its activities using a Facebook and Twitter online presence. Any data processing with respect to visitors data for these social media channels is carried out by the Social media channel concerned. Further information is available on Facebook and Twitter's privacy policies are available using these links:

[Facebook](#)

[Twitter](#)

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 is 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, [White-Hot Design](#) for the purpose of maintaining the operation of the website.

The club shares certain membership address information with the publisher of its 'Roadholder' magazine, [Lavenham Press Ltd](#), 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.

The club shares certain of its Transaction data with our payment services 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.

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You can find information about the payment services providers' privacy policies and practices at the following links:-

[PayPal](#)

[WorldPay](#)

[HSBC](#)

What will be the effect of this 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 write to or email us as soon as possible, at the above address. 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.

As agreed by the Norton Owners Club's Admin Sub-Committee

12th May 2018