



Lowestoft Arts Centre

13 St. Peters Street,  
Lowestoft,  
Suffolk,  
NR32 1QA

Phone: 01502 500 004  
Email: [contact@lowestoft-arts.org](mailto:contact@lowestoft-arts.org)  
<https://lowestoft-arts.org>

## Lowestoft Arts Centre privacy notice

This privacy notice tells you what to expect us to do with your personal information.  
It was updated on 1 May 2025.

### Who we are

Lowestoft Arts Centre is a not-for-profit community enterprise, run on a voluntary basis to promote the arts and provide exhibition and tuition space for its members.

It is registered with Companies House as Lowestoft Arts Limited, a private company limited by guarantee (No. 3933638).

### Contact details

Registered name: Lowestoft Arts Limited

Postal address: Lowestoft Arts Centre, 13 St. Peters Street, Lowestoft, Suffolk, NR32 1QA

Phone: 01502 500 004

Email: [contact@lowestoft-arts.org](mailto:contact@lowestoft-arts.org)

### What personal information we collect, use and why

If you apply for membership, using the centre's membership form, we record your name, postal address, phone number and email address.

If you contact us by phone or email, we may keep a record of your contact details if you have asked us to send you a reply, or to be kept informed of centre activities.

We only use your personal information to:

- process your membership application and renewal,
- contact you for voluntary support, such as fulfilling stewarding or committee duties,
- provide updates about our activities, including exhibitions and other events,
- respond to your enquiries or requests for further information,
- improve our activities, including website and Facebook page.

We may contact you by post, or by phone, email, social media or any other electronic means depending on the communication preferences you have chosen.

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. Which lawful basis we rely on may affect your data protection rights which are in brief set out below.

You can find out more about lawful bases, your data protection rights and the exemptions which may apply under UK GDPR on the ICO’s website at <https://ico.org.uk>.

### 1. Data protection rights

**Your right of access.** You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

**Your right to rectification.** You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

**Your right to erasure.** You have the right to ask us to delete your personal information.

**Your right to restriction of processing.** You have the right to ask us to limit how we can use your personal information.

**Your right to object to processing.** You have the right to object to the processing of your personal data.

**Your right to data portability.** You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

**Your right to withdraw consent.** When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### 2. Lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information – to process membership applications, for marketing purposes, to provide service updates and deal with queries, complaints or claims – are:

- **Consent.** We have permission from you after we gave you all the relevant information.  
All of your data protection rights may apply, except the right to object.  
To be clear, you do have the right to withdraw your consent at any time.
- **Contract.** We have to collect or use the information so we can enter into or carry out contract with you. All of your data protection rights may apply except the right to object.



## **How we share your personal information**

Lowestoft Arts Centre will not sell, rent or lease your personal information to anyone else.

We engage third parties solely to maintain our website, Facebook page, and email account.

If we needed to share your personal information for any other reason – limited to carrying out our activities as listed above – we would ask your permission first for each occasion.

We reserve the right to share your personal information for the purposes of:

- auditing, where we employ a chartered accountant
- complying with a legal or regulatory obligation
- establishing, exercising or defending our legal rights, in connection with any legal proceedings or prospective legal proceedings.

## **How we store your personal information**

Lowestoft Arts Centre takes all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Membership forms and the card index of members' contact details are kept in a locked drawer in the office, which is locked when not in use, and to which only the committee members responsible for using them have access.

Information received electronically through emails is stored on the email server, which is hosted by a reputable domain registration company. Only committee members and the member responsible for the website have login access to the email account.

## **How long we keep your personal information**

Unless we still need your personal information for the purpose it was collected, we will remove it from our records 5 years after that date it was collected, or sooner if you have asked us to.

This means we will shred any paper records on which your personal information is stored, and delete any emails and electronically-stored contact details.

## **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.