

# OO Live Steam Club

Supporting Hornby OO Live Steam and its community

## OO LIVE STEAM CLUB DATA PRIVACY POLICY

(Implemented 24/05/18)

### ***What type of information do we collect?***

The OO Live Steam website is hosted on the WiX.com cloud-based web development platform. We receive, collect and store information you enter on our website or provide us in any other way. This includes:

- Your login name
- Your e-mail address
- The date you joined the Website
- The date you last visited the site
- Your club shop purchase history.
- If you make a purchase via the club shop we also collect and store your address details (to facilitate delivery)
- If provided by you we may also collect and store personally identifiable information (including name, comments, feedback, product reviews, recommendations, and personal profile).

We **do not** collect or store:

- Your login password
- Payment information (Payment is via PayPal and is not stored on WiX.com).

We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

### ***Why do we collect such personal information?***

We collect Non-personal and Personal Information for the following purposes:

1. To keep you informed about the club and its activities
2. To provide and operate the club Services
3. To provide club members with ongoing customer assistance and technical support;
4. To be able to contact our visitors and members with general or personalized service-related notices and promotional messages;
5. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we may use to provide and improve our respective services;
6. To comply with any applicable laws and regulations.

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## ***How do we store, use, share and disclose our site visitors' personal information?***

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All financial transactions are made via PayPal. PayPal is an online payment service that uses encryption software to allow people to make financial transfers between computers allowing individuals and businesses to transfer funds electronically.

Your personal information will be used for the specific reasons stated above only and will not be shared with, or sold to, any third parties.

## ***How do we communicate with our site visitors?***

We may contact you to

Notify you regarding your account or to troubleshoot problems with your account.

To resolve a dispute

To poll your opinions through surveys or questionnaires

To send occasional newsletters

To notify you of any new products relative to OO Live Steam

To notify you of any new events relative to OO Live Steam

Or as otherwise necessary to contact you to enforce our User Agreement or applicable national laws.

For these purposes we may contact you via email, telephone or text messages.

## ***How do we use cookies and other tracking tools?***

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

Information on cookies used by Wix.com can be accessed via this link

<https://support.wix.com/en/article/cookies-and-your-wix-site>

Information on cookies used by Google Analytics.com can be accessed via this link

<https://www.visitor-analytics.io/cookie-information/>

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## ***How to withdraw your consent?***

If you don't want us to process your data anymore, please contact us at [unsubscribe@oolivesteam.com](mailto:unsubscribe@oolivesteam.com) and all your information that we hold will be deleted.

## ***Privacy policy updates***

The OO Live Steam Club Management Committee reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

## ***Questions and contact information***

If you would like to: access, correct, amend or delete any personal information we hold about you, you are invited to contact us at [membership@oolivesteam.com](mailto:membership@oolivesteam.com) or send a letter to:

OO Live Steam Club Secretary  
18 Simons Close  
Glossop  
SK13 6NE