

Victory Services Club Privacy Policy

At the Victory Services Club, we are committed to protecting your privacy. This page describes how we collect and use your personal information and the terms and conditions of using our website.

How do you collect personal information?

There are two ways we collect data through our website, we collect your personal data as part of the membership application process via our website following the General Data Protection Regulation (GDPR) provisions of contractual obligation, legal obligation and consent. That means that we only collect what you give us or have agreed we can have; for example, when applying for membership we require to collect your name, address, bank details and proof of military service. However, in order to supply you with marketing communications about offers and services we may need to obtain your consent.

Our website does also use cookies, which collect a certain amount of personal data. Further information about our cookies policy and usage detailed below.

Who can I contact about this?

If you want to know more about our data protection practices, or for advice on exercising your information rights, please contact our Finance and HR Director.

- T: 020 7723 4474
- E: john.wilson@vsc.co.uk

If you would like to find our more about how we use cookies, please contact our General Manager, responsible for our website and social media content.

- T: 020 7723 4474
- E: mark.field@vsc.co.uk

What we collect

As part of the application process for membership using our website we collect some of the following information:

- Full name and title or rank
- Contact information including email address
- Demographic information such as, but not limiting to, postcode, preferences and interest
- Other information relevant to customer surveys and/or offers
- Military service details
- Financial data

We believe we should only collect personal data if we couldn't do our job without it. What information we collect depends on the reason for collecting it.

If you registered to receive our bi-annual newsletter, took part in our membership survey, or made a general enquiry, we collect your contact details. If you pay your subscription via Direct Debit we also need your bank details.

You have the right to withdraw consent to receiving marketing information at any time, no questions asked. If you would like to withdraw consent to processing, you can do so by e-mailing mem@vsc.co.uk or by logging in our Members Area and updating your preferences in our Consent Dashboard. And you can turn off cookies if you don't want to use them. We cannot guarantee all our website's functionality will be optimum if you turn off cookies.

If you are recommended to the Club to receive a Respite and Welfare Break, in order to process your application, we do need to collect more sensitive personal data. This might include medical, as well as information about your family and military service.

We require this information to fulfil our statutory and charity responsibilities, to understand your needs, provide you with a better service.

Links to other websites and Social Media

Our website might contain links to other websites we might feel you will have an interest in or to our Social Media pages. The Victory Services Club takes no responsibility for the content of external internet sites. The existence of a link from any organisation's site to the Victory Services Club's site does not imply that the Victory Services Club endorses the activities or views of that organisation. This privacy policy only governs our websites and we are not responsible for the privacy policies that govern third party websites even where we have provided links to them. If you use any link on our website we recommend you read the privacy policy of that website before sharing any personal or financial data.

You may wish to link to our web page, prior consent must be obtained before doing so, any such links must not damage our reputation or take advantage of it, and you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

The Marketing Manager moderate comments on our website and social media accounts to protect those who view them. We will challenge, rather than delete, inaccurate comments or data, and remove anything that is:

- Slanderous
- Libellous
- Discriminatory
- Abusive
- Contains offensive language

Please be aware that we cannot remove Facebook 'likes' and comments on Facebook and Twitter posts are public.

If you have a complaint or comment about how we moderate social media, please contact marketing@vsc.co.uk.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

How do you use my personal data?

We will only use your personal data for the reason we originally collected and in ways you would expect. That means to provide you with the services or information you have requested, for administration of those purposes, and for business planning (so we can keep providing you and others with those services).

We will never sell your details to third parties, and if we have to share it with anyone (for example, to process a Membership Survey) we will ask your permission first or it will be clearly stated as part of the service you have asked us to provide.

If you have signed a Gift Aid Declaration the relevant personal data, in relation to your declaration, will be shared with HMRC. HMRC dictates how Gift Aid Declarations are processed and become joint data controllers in relation to your Gift Aid Donation.

How do you store and protect my personal data?

Your information is stored on our computers and backed up on servers in UK and access to personal data is restricted according to the user's needs, some information is restricted to key personal only. We place a great importance on the security of the data we hold on our members and we have security measures in place to attempt to protect against the loss, misuse and alteration of personal data under our control. Where we share data externally (i.e. our mailing provider or our research company for the bi-annually survey) the data is encrypted and strict usage and deletion after usage policies are in place.

We have strict retention periods for different kinds of personal data. We will only keep it for as long as necessary, for the reason we collected it in the first place.

When it comes to my personal data, what are my rights?

The General Data Protection Regulation (GDPR) gives you rights that enable you to check how your personal data is being collected and used, as well as to prevent it being used in ways you don't like.

If you want to exercise any of these rights, or know more about them, you can contact our Information Finance and HR Director.

T: 020 7723 4474

E: john.wilson@vsc.co.uk

Subject Access

You have the right to a physical copy of the personal data that we hold about you, to know where we got that information, how we used it, if we shared it with anyone, and how long we kept it for. And we have to provide that to you within one month of receiving your request and proof of your identity. Some organisations charge a fee for this, but we don't. If you want to make a subject access request, please email our Finance and HR Director at john.wilson@vsc.co.uk or write to us at:

Finance and HR Director
Victory Services Club
63-79 Seymour Street
London
W2 2HF

Automated Decision Making

We don't make any decision based solely on automated means, but if we did you would have the right for a human to review that decision.

Rectification, Blocking and Erasure

You have the right to have your personal data amended, erased, or blocked from being used further, if we got any of the details wrong or if our using your personal data is causing you distress.

If you're aware that we have your details wrong and you'd like us to change or erase them, please contact via email mem@vsc.co.uk or by post:

Membership Office

Victory Service Club
63-79 Seymour Street
London
W2 2HF

If we got it wrong, we hope you'll let us know so we can put it right. You can complain about how we used your personal data by contacting our Finance and HR Director.

Other people's websites are outside of our control. If you access those sites, the operators may collect different kinds of personal information and use it in different ways than we do. You should always check their privacy statements if you are concerned and be careful about what personal information you give out.

Ask yourself: is this a secure server to take my payment? What do I know about this organisation? Does this seem like a reasonable thing to need to collect for the reason they're asking for it?

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

By accessing our website, you agree to be bound by the following Terms and Conditions.

General

Your use of this site constitutes acceptance of these terms and conditions as at the date of your first use of the site. The Victory Services Club reserves the right to change these terms and conditions at any time by posting changes online. Your continued use of this site after changes are posted constitutes your acceptance of this agreement as modified.

You agree to use this site only for lawful purposes and in a manner which does not infringe the rights or restrict, or inhibit the use and enjoyment of the site by any third party.

The site is available on the world wide web and accessing our website is not restricted to anyone, but certain features will be available for Club members only. To access members only information a current membership, user name and password is required. Where you or we have provided a password enabling you to access parts of our websites or use our services, it is your responsibility to keep this password confidential. Please don't share your password with anyone.

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Any communication or material that you transmit to, or post on, any public area of the site including any data, questions, comments, suggestions or the like is, and will be treated as, non-confidential and non-proprietary information.

If you wish to make any use of material on this site, please send your requests to marketing@vsc.co.uk.

Governing law

These terms and conditions shall be governed and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

March 2025