

Lewis Carroll Society Privacy Policy

Last updated: 7 January 2026

Our contact details

Name: The Membership Secretary, the Lewis Carroll Society

Address: 4 Forest Glade Close, Brockenhurst, Hants SO42 7QY

E-mail: membership@lewiscarrollsociety.org.uk

Website: lewiscarrollsociety.org.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address, and email address)
- Customer financial information for payment of subscriptions and sales
- Website usage statistics
- Information provided when contacting us or joining the Society
- Information provided when placing orders through our online shop

How we get the personal information and why we have it

Most of the personal information we process is provided directly by you, for example when you:

- Join the Society
- Renew your membership
- Purchase items from our online shop
- Contact us by email
- Access password-protected pages or restricted content

We also receive information indirectly from:

- PayPal, when you make a payment to the Society
- Website analytics tools, when you visit our website

We use the information you have given us in order to:

- Process your membership subscription
- Send you the Society's publications
- Email you newsletters
- Inform you of forthcoming events

- Process orders placed through our online shop
- Maintain accurate membership and financial records

We may share your information with a printing firm for the purpose of printing and posting Society publications.

Lawful bases for processing

Under the UK-GDPR, the lawful bases we rely on include:

- Contract – for processing membership subscriptions, orders, and deliveries
- Consent – for sending newsletters and for non-essential cookies
- Legitimate interests – for fraud prevention, website security, and essential operational functions

You may withdraw your consent at any time by contacting the Membership Secretary.

How we store your personal information

Your information is securely stored.

We keep your personal contact details for the duration of your membership of the Society. If you do not renew your membership within six months of the annual subscription becoming due, we will delete your information from our digital database.

Order information from the online shop is retained for accounting and record-keeping purposes in accordance with legal requirements.

Cookies and similar technologies

Our website uses cookies and similar technologies to ensure the site functions correctly, to understand how visitors use the site, and to support secure payment and membership processes.

Types of cookies we use

- Necessary cookies – required for the basic operation of the website, such as security, login protection, and shopping basket functionality. These are always active.
- Analytics cookies – help us understand how visitors use the site. These are only set with your consent.
- Marketing cookies – used by third-party services such as PayPal. These are only set with your consent.

You can manage your cookie preferences at any time using the cookie banner or settings link displayed on our website.

For detailed information about the cookies we use, please refer to our separate Cookie Policy.

Analytics (Google Analytics via MonsterInsights)

We use Google Analytics to understand how visitors use our website, such as which pages are visited and how users navigate the site. This helps us improve our content and services.

Google Analytics collects information including device type, browser, pages visited, and general location data. IP addresses are anonymised where possible. Analytics cookies are only set with your consent and will not run unless you have opted in.

Google may process data outside the UK. For more information, please see Google's Privacy Policy:

<https://policies.google.com/privacy>

Source Tracking (Sourcebuster)

We use a tool called Sourcebuster to understand how visitors arrive at our website (for example, via search engines, social media, or external links). This helps us understand which outreach methods are effective.

Sourcebuster sets cookies to record the source of your visit. These cookies are only set with your consent and will not run unless you have opted in.

Payments and PayPal

When you make a payment to the Society (for example, for membership or purchases), this is processed securely by PayPal. PayPal acts as a separate data controller for payment information and may collect data such as your name, email address, billing address, and transaction details.

PayPal sets essential cookies for fraud prevention and secure checkout. These essential cookies are always active. PayPal may also set additional cookies for analytics or marketing; these will only run with your consent.

For more information, please see PayPal's Privacy Policy:

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

Online Shop and WooCommerce

Our online shop is powered by WooCommerce. When you place an order, WooCommerce stores information such as your name, address, email, order details, and payment status. This information is used to process your order and maintain records of sales.

WooCommerce sets necessary cookies to maintain your shopping basket and ensure the checkout process works correctly. These cookies do not store personal information and are essential for the functioning of the shop.

We do not store your payment card details on our website.

International data transfers

Some of the third-party services we use (such as Google Analytics and PayPal) may transfer personal data outside the UK. Where this occurs, these providers use appropriate safeguards such as Standard Contractual Clauses or other legally recognised mechanisms to protect your information.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information.
- Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate or incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restrict processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at membership@lewiscarrollssociety.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at membership@lewiscarrollssociety.org.uk.
You can also complain to the ICO if you are unhappy with how we have used your data.
The ICO's address:

Information Commissioner's Office
Wycliffe House
Water La
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

Updates to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website.