



## Please Join Us – It's Free! Aims and Membership Form

The railway provides Hadley Wood's only daily public transport service and is the original reason why it was developed as a suburb in the 19<sup>th</sup> century. The quality and frequency of the service are critical to life here.

**Govia Thameslink Railway (GTR)** took over the **Great Northern** franchise in September 2014 for a seven-year term. When we proposed step free access here, they encouraged us to set up a Rail User Group.

**Hadley Wood Rail User Group (HWRUG) was founded in 2015. It is a campaigning organisation focussed on strategic rail transport issues** as they affect Hadley Wood, such as: achieving the installation of a step free entrance and supporting enhancements, e.g. southbound circulatory route, signage and lighting; promoting Accessible Travel; negotiating a "metro" service in the 2018 Timetable; and influencing GTR more widely as a recognised stakeholder. Its activities are for the travelling benefit of all station users.

HWRUG enables us to represent community and passenger interests in both the Great Northern rail service and the station infrastructure and we collaborate constructively with GTR and Network Rail. It is also affiliated to **Railfuture**, the UK's leading independent organisation campaigning for better rail services, and won three national awards in 2017 in recognition of our successful campaigns.

### Major HWRUG Campaigns to date:

1. Provision of step-free access to the northbound platform – **ACHIEVED**
2. Provision of a full "metro" service in the forthcoming ("May 2018") Timetable – **COMMITTED**
3. "Treetgate Campaign" to limit Network Rail's extreme vegetation management - **ACHIEVED**

**Are you interested** in helping GTR improve our rail services and station facilities? **Membership** is open to all who live or work in Hadley Wood or use the station. Just complete and return the section below by email or post.

✂.....✂

**Yes, I'd like to join Hadley Wood Rail User Group to help influence the future of our local rail service and I agree to the details I give below being used for HWRUG communications.**

**By signing this form, I accept that my personal data will be kept secure and made available only to authorised HWRUG personnel.**

Title/Forename/Surname.....

Address .....

Postcode .....Telephone (mobile for WhatsApp).....

Email (in type or capitals please).....

Please tick to confirm that we may contact you by: email  telephone  WhatsApp  post

*You can change your choices or unsubscribe at any time by contacting HWRUG at either address below. Privacy Notice on website or overleaf.*

Date..... Signature .....

Please return this form to either [hadleywoodrailusergroup@gmail.com](mailto:hadleywoodrailusergroup@gmail.com) or HWRUG, 38 Crescent West, EN4 0EJ

# Hadley Wood Rail User Group

## PRIVACY NOTICE

### OUR PRIVACY PROMISE

HWRUG is committed to protecting the privacy of its members.

Our Privacy Policy explains how we collect, store and use the personal information you give to us. If you have any questions concerning your personal data and how we look after it then please contact us at [hadleywoodrailusergroup@gmail.com](mailto:hadleywoodrailusergroup@gmail.com)

### WHAT DATA WE NEED

HWRUG will be the Data Controller of the personal data you provide to us. We only collect basic personal data about you: name, address, email and phone number.

### WHY WE NEED YOUR DATA

To carry out reasonable administration of your membership and to be able to contact you about HWRUG meetings and railway-related issues. We will not collect any personal data from you other than that needed to fulfil these functions.

### HOW DO WE OBTAIN YOUR DATA?

The only way we collect your data is from the membership form you complete.

### WHO WILL HAVE ACCESS TO MY INFORMATION?

Your information will only be accessible to the Chair or other authorised HWRUG personnel in order for them to carry out their role in line with this Privacy Policy.

We will never sell your personal information or let other organisations use it for their own purposes.

We will only share your personal information where we are legally required to, or as a result of a lawful request by a governmental or law enforcement authority.

### HOW LONG WILL WE KEEP YOUR INFORMATION?

We will only hold your personal information for as long as reasonably necessary to administer your membership. If at any time you indicate that you no longer wish to receive HWRUG communications, we will delete it from our records.

### PROTECTING YOUR PERSONAL DATA

We are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you.

### WHAT ARE YOUR RIGHTS?

If at any point you believe the information we process on you is incorrect, you can request to see this information, and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us at [hadleywoodrailusergroup@gmail.com](mailto:hadleywoodrailusergroup@gmail.com) to have the matter investigated.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)