

Privacy Policy

Who we are

The Data Controller is **Whittington Community Hall Charitable Trust**, also known as Whittington Community Hall or Whittington Village Hall. We are registered at the Information Commissioner's Office under reference ZB297584.

If you wish to contact us on a data protection-related matter, please refer to '**How to contact us or complain**' at the end of this Privacy Policy.

Who we collect personal information about

Past, current and prospective:

- Individuals and representatives of organisations who have made or may make bookings to use the Community Hall.
- Community Hall Management Committee members and contractors (such as the Bookings Secretary and Caretaker).
- Advisers and third-party contractors and their agents, Parish, District and County Councillors and any others who provide a service to us in the management and maintenance of the Community Hall.

The type of personal information we collect

- Name.
- Postal Address.
- Email address.
- Telephone number.
- Payment details including bank account number, sort code, credit or debit card numbers and expiry dates.
- Basic employment details of individual contacts representing a corporate entity.
- Photographic images with the agreement of those being photographed.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To process hall bookings, payments and related enquiries.
- To manage Community Hall maintenance.
- To keep Management Committee members informed regarding committee-related business.

We may also receive personal information indirectly, from other sources including:

- Your family or friends who have your permission to provide it to us.
- Parish, District or County Councillors who have your permission to provide it to us.
- Law enforcement agencies, (e.g., the Police) for the purpose of crime prevention and detection.
- Any individual or organisation who has a legitimate reason to provide your personal information to us, e.g., to make a booking in your name on your behalf.
- CCTV images from our CCTV system.

We use the information that you or others have given us, to:

- ensure booked facilities are ready on time and premises are secured after the session.
- take appropriate action in the event of damage, unpaid fees, unsatisfactory or dangerous work carried out by our contractors or their agents and other legitimate reasons to recover costs incurred.
- promote the Community Hall with your permission.
- support and facilitate community change and improvement.
- manage building or website maintenance.
- assist the Emergency Services (Police, Fire, Ambulance, Search & Rescue) in the prevention and detection of crime, the preservation of life and safety and security of the Hall itself.

We may share this information with:

- The Community Hall Bookings Secretary and Caretaker.
- Parish, District and County Councillors.
- Emergency Services.
- The media (e.g., print, radio, TV).
- Social Media (e.g., Facebook, Twitter etc).

Lawful bases for processing your personal information

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

*You can withdraw your consent at any time by contacting us via any of the methods described under ‘**How to contact us or complain**’ at the end of this Privacy Policy. (Please note that we may still be able to process your personal information if one or more of the following lawful bases continue to apply.)*

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest (e.g. life and death scenario).

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is stored securely. Storage may be electronic or in paper format or both. Paper records are held in locked storage with access granted only to authorised individuals who have a legitimate reason to view it.

We keep personal information for the following periods:

- **Hall bookings:** TWO YEARS after the booking date.
- **Management Committee members:** ONE YEAR after the individual has left the Committee.
- **Third party contractors, agents and advisers:** ONE YEAR after we change contractor or begin dealing with another individual.
- **Councillors:** ONE YEAR after individual ceases to be a point of contact.
- **CCTV images:** 30 DAYS, after which time images will be over-written.

We will then dispose of this information either by shredding paper documents or deleting electronic information.

Your data protection rights

Under data protection law, you have rights including:

- (a) Your right of access** – you may ask us for copies of your personal information, including your image captured on our CCTV systems.
- (b) Your right to rectification** – you may ask us to rectify personal information you think is inaccurate. You may also ask us to complete information you think is incomplete.
- (c) Your right to erasure** – you may ask us to erase your personal information in certain circumstances.
- (d) Your right to restriction of processing** – you may ask us to restrict the processing of your personal information in certain circumstances.
- (e) Your right to object to processing** – you may object to the processing of your personal information in certain circumstances.
- (f) Your right to data portability** – you may ask that we transfer the personal information you gave us to another organisation, or to you, 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.

How to contact us or complain

If you:

- have any concerns about our use of your personal information;
- wish to exercise any of your data protection rights; or
- make a data protection-related complaint, you may contact us in any of the following ways:
 - **Email:** info@whittingtoncommunityhall.co.uk
 - **Phone:** 07726 460681
 - **Post:** 34 Kilbury Drive, Worcester, WR5 2NG. *(Please do not write to us at Church Lane as the Hall does not have a letter box.)*

How to contact the Information Commissioner's Office (ICO)

You can also complain to the ICO at the address below if you are unhappy with how we have used your personal information.

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