

Leintwardine Village Hall and Community Centre

PRIVACY POLICY

The privacy and security of your personal information is extremely important to The Leintwardine Village Hall and Community Centre. This Privacy Policy explains how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

A few quick notes:

- This privacy policy explains what data we collect as well as how and why we use your personal data and your rights.
- The policy applies to you if you're a supporter of The Leintwardine Village Hall and Community Centre via Facebook or our e-newsletter, or use any of our services or buildings, visit our website, email, call or write to us.
- We'll never sell your personal data. We will only share it when necessary with our Committee, Trustees, Volunteers or paid staff.

Please read the following to learn more about how we collect, store, use and disclose information about you when you interact with us, in any manner, via our website and/or our services. The Leintwardine Village Hall and Community Centre will be referred to as 'The Leintwardine Centre' for the rest of this document.

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1. Introduction

The Leintwardine Centre has a responsibility under the General Data Protection Regulations (2018) "GDPR" to hold, obtain, record, use and store all personal data relating to an identifiable individual, in a secure and confidential manner. This Privacy Policy is a statement of what The Leintwardine Centre does to ensure its compliance with the GDPR.

This Privacy Policy covers our treatment of information that we gather when you are accessing or using our websites, services, buildings or when you contact us in any manner. We gather various types of information, including information that identifies you as an individual ("Personal Information").

This Privacy Policy applies to all Leintwardine Centre tenants, hirers, supporters, volunteers, members of staff, committee members, trustees and other users of our buildings. The Policy provides a framework within which The Leintwardine Centre will ensure compliance with the requirements of the GDPR and will underpin any operational procedures and activities connected with preserving your privacy.

2. Policy Statement

The Leintwardine Centre is committed to ensuring that personal information is handled in a secure and confidential manner in accordance with its obligations under the GDPR, associated acts and professional guidelines. The Leintwardine Centre will use all appropriate and necessary means at its disposal to comply with the GDPR and associated Acts and guidance.

3. Information we collect and how we use it

Information you provide:

When you use our website, we collect personal information that you provide to us, for example your name, your email address, your telephone number, your organisation or company name, as well as other contact or other information via our online forms for enquiries, newsletter sign-up and events bookings.

When you hire a room from us, we collect the personal information that you provide to us, for example your name, your email address, home address, your telephone number, your organisation or company name, bank details and any other information you choose to provide us.

When you contact us via email or by phone with a query, or fill in a booking paper form or tenancy agreement, or for any other reason, we collect the personal information that you provide to us, for example your name, your email address, your phone number, your organisation or company name, bank details as well as any other contact or other information you choose to provide us.

When you buy or reserve a ticket for one of our fundraising events or other activity we collect the personal information that you provide to us, for example your name, your email address, your phone number, your home address, bank details you give or other information you choose to provide us.

Information we automatically collect:

Cookies are text files placed on your computer to collect standard log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information, please see the WordPress cookie policy <https://automattic.com/cookies/>

Most browsers are initially set to accept cookies. You can set your browser not to accept cookies and the following websites www.aboutcookies.org or www.allaboutcookies.org tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

How we use the information:

We use the information we collect to support our work which includes

- to provide, operate and maintain the services and facilities we offer;

- to process and complete transactions and send related information including transaction confirmations and invoices;
- to manage the use of the services by hirers, tenants and other potential users i.e. respond to enquiries and comments and provide service and support;
- to investigate and prevent fraudulent activities, unauthorised access to the services and buildings, and other illegal activities;
- for any other purposes about which we notify tenants, hirers, supporters, volunteers, members of staff, committee members and trustees

We use the information we collect via our website:

- for administration and reporting purposes including (but not limited to) troubleshooting, performance analysis, statistical analysis and testing
- to improve our website to ensure that content is presented in the most effective manner for you and for your device;
- to analyse customers' use of our website for trend monitoring and marketing purposes;
- for the purposes made clear to you at the time you submit your information – for example, to fulfil your request for information on our courses and services;
- as part of our efforts to keep our website safe and secure.

We may also use the information you send to us via our website and/or services, to communicate with you via email and possibly other means regarding products, services, offers, promotions and events we think may be of interest to you or to send you our newsletter. You will always be able to opt-out of such communications at any time (see the **Your Rights to Your Personal Information** section below).

If you have engaged in any of our services, we may send you non-promotional service related communications.

4. Records Management

Good records management practice plays a pivotal role in ensuring that The Leintwardine Centre is able to meet its obligations to provide information, and to retain it, in a timely and effective manner in order to meet the requirements of the GDPR. Records should be retained and disposed of in accordance with The Leintwardine Centre retention schedule.

5. Consent

The Leintwardine Centre will take all reasonable steps to ensure that tenants, hirers, supporters, volunteers, members of staff, committee members, trustees and other users of our buildings are informed of the reasons Leintwardine Centre requires information from them, how that information will be used and who it will be shared with. This will enable the data subject to give explicit informed consent to Leintwardine Centre handling their data where the legal basis for processing is consent.

Should Leintwardine Centre wish to use personal data for any purpose other than that specified when it was originally obtained, the data subject's explicit consent should be obtained prior to using the data in the new way unless exceptionally such use is in accordance with other provisions of the GDPR.

Should Leintwardine Centre wish to share personal data with anyone other than those recipients specified at the time the data was originally obtained, the data subject's explicit consent should be obtained prior to sharing that data, failure to do so could result in a breach of confidentiality.

6. Linked websites

For your convenience, our website contains links to other websites. This Privacy Policy does not apply to any linked sites or of any companies or organisations that we do not control. We encourage you to read the privacy statements on any other websites you visit.

7. 3rd Party Providers who hold, use and process personal data on our behalf

Leintwardine Centre must have agreements in place with all suppliers who process personal data on behalf of Leintwardine Centre as "data processors". Leintwardine Centre will ensure that processors are only appointed if they can provide 'sufficient guarantees' through their policy and practice that the requirements of the GDPR will be met, and the rights of data subjects are protected.

Social media

We use third party providers, Facebook and Twitter, to manage our social media interactions. For more information, please see the Facebook privacy policy here www.facebook.com/about/privacy/update and the Twitter privacy policy here <https://twitter.com/en/privacy>

Web analytics

We use Google Analytics to analyse our web traffic. For more information, please see Google's privacy notice here www.policies.google.com/privacy/update

Website

Our website is hosted by WordPress please see their privacy policy here www.wordpress.org/about/privacy/

8. Security and Confidentiality

The Leintwardine Centre ensures that information relating to identifiable individuals is kept secure and confidential at all times. The Leintwardine Centre will ensure that its holdings of personal data are properly secured from loss or corruption and that no unauthorised disclosures of personal data are made.

We use appropriate technical, organisational and administrative security measures to protect any information we hold from loss, misuse, unauthorised access, disclosure, alteration and destruction. Unfortunately, no company or service can guarantee complete security. Unauthorised entry or use, hardware or software failure, and other factors may compromise the security of user information at any time.

9. Your Rights to Your Personal Information

You have rights under the GDPR in relation to the personal information we hold and are using about you. This includes asking for a copy of the information we hold about you, having any inaccurate information we hold about you corrected, to request that we stop using your personal information in a particular way or to ask us to delete your data permanently. These services will be provided free of charge.

You can always opt not to disclose information to us. You can opt-out of receiving promotional or marketing communications from us at any time by updating preferences via the unsubscribe link in the email communication we send, on our website, or by contacting Leintwardine Centre (addresses below in **How to contact us**)

10. Complaints

In the first instance, please talk directly to us, so we can learn from and resolve any problem or query. You can send an email with the details of any data protection complaint to us. (addresses below in **How to contact us**) We will respond to any complaints we receive.

You have the right to contact the Information Commissioner's Office ("ICO") (the UK Data Protection Regulator). For further information on your rights and how to complain to the ICO, please refer to the ICO website. www.ico.org.uk/concerns.

11. How to contact us

Please contact us either via e-mail to leintwardinecentresecretary@gmail.com or write to us at Leintwardine Centre, High Street, Leintwardine, SY7 0LB.

12. Review of our Privacy Policy

We keep our privacy policy under regular review. This privacy policy was last updated on 15 July 2018.