

Introduction.

This privacy notice describes in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

Your privacy is very important to us and we are committed to using your personal information lawfully and protecting your privacy.

Who Are We?

Cuddington & Sandiway Parish Playing Fields Association Limited is a public registered limited charity in the UK.

Our company registration number is 04921900

On what legal basis do we collect, hold use and/or process personal information?

We will ensure that your personal information is:

- processed lawfully, fairly and transparent
- collected for specific, explicit and legitimate purposes
- adequate, relevant and limited to what is necessary for the purpose of the processing
- kept accurate and up to date
- only kept for so long as is necessary
- processed securely using appropriate technical and organisational measures to ensure integrity and confidentiality

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including

Consent.

In specific situations, we can collect and process your data with your consent.

- For example, when you tick a box to specifically give consent to receiving emails or phone calls.

Contractual obligations.

In certain circumstances, we need your personal data to comply with our contractual obligations

- For example, if you book the hall/meeting room we will collect your address, phone number and e mail address in order for us to send the invoice and to contact you regarding entry and exit procedures

Legal compliance.

If the law requires us to, we may need to collect and process your data

- For example, we can pass on details of people involved in fraud or other criminal activity affecting the use of the Village Hall.

When and how do we collect your data?

- When you contact us in order to make a regular booking
- When you contact us to make an occasional booking or bookings
- When you contact us by any means with queries, complaints etc.
- When you fill in any online forms. For example, a request for a booking form

What personal data do we collect?

- We will collect your Title, Surname, Address, Landline Telephone and Mobile telephone numbers and Email address.
- If you have a web site address and wish it to be shown on the list of users which go on our noticeboards we will also collect the details.
- We collect notes from our conversations with you, details of any complaints or comments you make and how best to contact you.
- Your comments.

How do we use your personal data and why

- To process any the bookings and send out an invoice
- For regular bookings, if you agree, we will advertise your event on our list and times of regular users with your name, phone number, e-mail address and if requested web site address, which is shown on the noticeboards outside and inside the hall and on our web site.
- For regular bookings , if you agree, we will also contact the Parish Council web site co-ordinator and give them your full details in order that they can also advertise the event .
- For the first regular booking, if you agree, we will also contact the editor of the Round Tower and ask them to advertise the event.
- For individual party bookings we will contact the duty officer of the day with your name address and/or phone number, the time and type of the event; in order that they can be there to open the hall, let you in and to close up when you leave.
- To respond to your queries, refund requests and complaints. Handling the information you sent enables us to respond. We may also keep a record of these to inform any future communication with us and to demonstrate how we communicated with you throughout. We do this on the basis of our contractual obligations to you, our legal obligations and our legitimate interests in providing you with the best service and understanding how we can improve our service based on your experience.
- To protect us and you from fraud and other illegal activities.

How we protect your personal data

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

- We secure access to all transactional areas of our websites using 'https' technology.

- Access to your personal data is password-protected
- We regularly monitor our system for possible vulnerabilities and attacks.

How Long Do We Keep Your Personal Data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will be deleted completely

Some examples of customer data retention periods:

- Booking Forms are kept for 5 years
- Invoices are kept for 6 years

CCTV

The village hall has installed a cctv system to monitor the outside of the hall and its surroundings. It comprises 7 cameras and a locally installed control unit and recording unit.

The system records the last 2 weeks of information and the latest recording is subsequently overwritten with the current one on a continuous basis.

The system is accessible remotely via the internet.

This access is strictly limited to a few senior members of the management team. The primary reason for this installation is to deter incidents of vandalism in the area and the only use for the recordings is to be able to identify perpetrators should the matter arise.

The system has only a very limited view of the adjacent road such that vehicles and persons on it would not be readily identifiable.

The privacy of persons in the area around the village hall will be protected by strictly controlling the use of the system.

Who do we share your personal data with?

As mentioned before:

- For regular bookings, if you agree, we will advertise your event on our list and times of regular users with your name, phone number, e-mail address and if requested web site address, which is shown on the noticeboards outside and inside the hall and on our web site.

- For regular bookings , if you agree, we will also contact the Parish Council web site co-ordinator and give them your full details in order that they can also advertise the event
- For the first regular booking, if you agree, we will also contact the editor of the Round Tower and ask them to advertise the event.
- For individual party bookings we will contact the duty officer of the day with your name address and/or phone number, the time and type of the event; in order that they can be there to open the hall, let you in and to close up when you have finished.

What are your rights over your personal data?

You have the right to request:

- Basic information (such as our identity, or that of the controller if not us, the reason and basis on which we process your personal data, together with as much information to ensure fairness and transparency) and to be informed.
- To object to processing of personal data where such is done by us in certain circumstances, for example for our legitimate interests or direct marketing.
- To withdraw your previously given consent.
- To be aware of and verify the lawfulness of the processing.
- To correct personal data if it is inaccurate or incomplete.
- To request the removal or deletion of personal data.
- To restrict the processing of personal data.

You can contact us to request to exercise these rights at any time as follows:

To ask for information please contact
the Authorised Representative
Cuddington & Sandiway Parish Playing Fields Association Ltd
22a Valley Lane
Cuddington
Northwich
Cheshire CW8 2QD

Tel 01606 883806
or email enquiries@cuddingtonandsandiwayvillagehall.org.uk

To ask for your information to be amended please our booking officers on 01606 888366 or 01606 888931, or via post or email via the same contact details.

Your right to withdraw consent.

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent. You can do this by contacting us with the above contact details.

Checking your identity.

To protect the confidentiality of your information, we will ask you to verify your identity

before proceeding with any request you make under this Privacy Notice.

If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

Contacting the Regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113.

Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)

Any Questions?

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions that haven't been covered, please contact our Data Protection Officer who will be pleased to help you:

- Email us on enquiries@cuddingtonandsandiwayvillagehall.org.uk
- Call us on 0750 193 4383 and leave a message
- Write to us at
Cuddington & Sandiway Parish Playing Fields Association Ltd
22a Valley Lane
Cuddington
Northwich
Cheshire CW8 2QD