



Data Protection and GDPR

Welton Village Memorial Hall Customer Privacy Notice

We are committed to protecting the personal data that you provide to us and recognise the importance of being clear about how we intend to use it.

This privacy notice tells you what to expect us to do with your personal information.

We have a joint controller relationship with LemonBooking, which is owned by Tectonic Software and is registered with the ICO. Certificate reference: ZB547878, for the purpose of Lemon Booking providing an all-in-one software package designed for managing venues.

All personal data provided by you will be held by **Welton Village Memorial Hall** who can be contacted at booking.weltonmemorialhall@gmail.com

This privacy policy relates specifically to personal data that you provide to us through the <https://www.weltonmemorialhall.co.uk/index.html> website, electronic and paper formats.

There are hyperlinks contained within our website which link to other websites owned and operated by third parties. These third parties have their own privacy policies and we recommend that you consider those when using their websites. We do not accept any liability or responsibility in terms of the privacy and security practices of these third party organisations and their websites.

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Information we may collect from you

When you receive a service from **Welton Village Memorial Hall** or our website or submit feedback, we may ask you for personal data and other information to allow us to provide you with the services or information that you require. This could include the following:

- Full Name
- Disabilities
- Health and Wellbeing
- Gender
- Email address
- Telephone number
- Details of your enquiry
- Name of your organisation
- Payment details (including card or bank information for transfers and direct debits)

The internet is not completely secure. We cannot guarantee the security of your personal data transmitted through our website or by email. Any transmission is at your own risk. Some of the information you provide to us may be considered sensitive personal data as defined under the General Data Protection Regulations (GDPR). This includes information about your ethnic or racial origin, political opinions, religious beliefs, trade union membership, physical or mental health, sexual life or criminal record. We would advise users of this website to send such information by a more secure system such as encrypted email, paper format, via the telephone or fax. Sensitive personal data will only be processed following your explicit consent.

How do we intend to use your personal data?

To provide a service: We may contact you for reasons relating to the service you have made a request for. The information we collect and keep is in order to refer you to the correct services within our organisation, volunteer brokerage, consultation exercises, monitoring, evaluation and reporting to relevant funders and to provide statistical data to help us to continue drawing down relevant funding. We would use your contact details to manage this and may retain them for marketing purposes.

Will my personal data be shared with other organisations?

Your personal data provided by you to **Welton Village Memorial Hall** will only be used by **Welton Village Memorial Hall**. Everyone who works at **Welton Village Memorial Hall** has to keep the information about you confidential. Only those involved in your data processing within **Welton Village Memorial Hall** will have access to the information, we won't share it with anyone else unless;

- You ask us to share it.
- We ask you and you say we can share it.
- The law says we have to report some things, such as people being perceived to be at risk or harm, including children or vulnerable adults who may be at risk. This may also include our legal obligations to report to HMRC.

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We may also use a third party service for the distribution of our email newsletters. If you sign up to receive this, we will store your email address with this service.

In exceptional circumstances such as dealing with fraud, credit risk, dealing with abusive online behaviour, to enforce rights, to protect property, to protect human safety or if the law requires it. We will not otherwise disclose your personal data to anyone outside **Welton Village Memorial Hall** to use for their own purpose without obtaining your consent.

How long will Welton Village Memorial Hall retain my personal data?

We will retain your personal data for as long as is necessary for the required service to be provided to you and will dispose of your personal data 12 months after work has been completed. All personal data is subject to the controls of our data protection policy.

Where will my personal data be kept?

Once we have received your personal data we will use recognised industry standard procedures and security features to try to prevent unauthorised access.

Your personal data will be under the control of **Welton Village Memorial Hall**. It will be held on our password protected computer system. Parts of our computer system, including our website and email are provided by our UK suppliers of computer systems, and are provided for **Welton Village Memorial Hall** sole use. When we print your personal data this will be in the possession and control of our employees, kept in lockable cabinets and will be securely disposed of when it is considered to be of no further use, should this be the case prior to the 12 month cut off point.

IP addresses

An IP address is a number that uniquely identifies a specific computer or other network device on the internet. We might use your IP address to locate you for the purpose of your safety and security in relation to child protection issues.

Your rights

The General Data Protection Regulation provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- Your right to withdraw consent

Cookies

Like most websites, this one uses 'cookies', small packets of data that are stored in your web browser. Cookies help us to identify information such as how many people are using our site

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and what devices they're using. This allows us to tailor our service to best meet the needs of the people using it.

You can manage how your browser handles cookies, or refuse them altogether, by changing your settings. www.aboutcookies.org has useful information on how to manage cookies in your browser.

By using this website, you are giving consent to our use of cookies.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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