



DENMEAD COMMUNITY CENTRE

PRIVACY NOTICE

1. About this Privacy Notice

Denmead Community Centre ("DCC", "we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Notice explains how we collect, use, store and protect personal information when you:

- make an enquiry about hiring the Community Centre;
- make or manage a booking;
- hire a room or facility;
- attend or participate in an activity or event where DCC is responsible for collecting your information;
- communicate with us by telephone, email, post or in person;
- provide information relating to insurance, qualifications, safeguarding, licences or risk assessments; or
- otherwise provide us with personal information in connection with the operation of the Community Centre.

This Privacy Notice should be read alongside our Casual Hire Agreement, Regular Hire Agreement and any other information we provide to you about how your personal information is used.

2. Who is responsible for your personal information?

The organisation responsible for deciding how and why your personal information is processed is:

Data Controller: Denmead Community Centre CIO

Trading/operating name: Denmead Community Centre

Address: School Lane, Denmead, Hampshire PO7 6LU

Telephone: 02392 256132

Email: manager@denmeadcc.uk

If you have any questions about how your personal information is used, please contact us using the details above.

Data Protection Contact: Lynda Paley Hunt, Centre Manager

Email: manager@denmeadcc.uk

3. What personal information do we collect?

Depending on your relationship with DCC, we may collect some or all of the following information:

Contact and identification information

- name;
- postal address;
- email address;
- telephone number;
- organisation or group name;
- position or role within an organisation.

Booking and payment information

- details of rooms and facilities booked;
- booking dates and times;
- booking history;
- invoices and payment records;
- correspondence relating to bookings, cancellations and refunds;
- information needed to administer deposits and payments.

Event and activity information

- information about the nature of an event or activity;
- expected numbers attending;
- information relevant to room capacity and safety;
- information relating to equipment being used.

Compliance and safety information

- insurance details and certificates;
- relevant qualifications or training information;
- risk assessments and method statements;
- licences, permissions or Temporary Event Notices;
- safeguarding information where relevant to the activity;
- information required to manage health, safety or security.

Incident information

- information relating to accidents, injuries, incidents, damage or complaints;
- information about people involved in an incident where reasonably necessary to investigate and manage it.

We will only collect information that is reasonably necessary for the relevant purpose.

4. How do we collect your personal information?

We may collect information:

- directly from you when you make an enquiry or booking;
- through booking or application forms;
- by telephone, email or other correspondence;
- when you provide documentation such as insurance certificates, licences or risk assessments;
- when you report an accident, incident, complaint or safeguarding concern;
- from the organisation or group you represent, where appropriate; or
- from another person acting on your behalf where this is necessary and lawful.

5. How do we use your personal information?

We may use personal information to:

- respond to enquiries;
- administer and manage room bookings;
- issue invoices and process payments;
- process deposits, cancellations, refunds and credits;
- communicate with hirers about their bookings;
- manage the safe use and operation of the Community Centre;
- check insurance, qualifications, licences or other information where required;
- manage health and safety;
- investigate accidents, incidents, complaints or damage;
- manage safeguarding concerns;

- manage security and emergency arrangements;
- comply with our legal and regulatory obligations;
- maintain appropriate business and financial records;
- protect the rights, property and safety of DCC, hirers, visitors and other users; and
- establish, exercise or defend legal claims where necessary.

We will not use your personal information for unrelated purposes unless permitted or required by law.

6. Our lawful bases for processing

Under UK data protection law, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on one or more of the following lawful bases:

Contract

We may process personal information where this is necessary to enter into or perform a room-hire agreement with you, including administering bookings, payments and communications.

Legal obligation

We may process personal information where necessary to comply with a legal or regulatory obligation, such as accounting, taxation, licensing, health and safety or other legal requirements.

Legitimate interests

We may process personal information where this is necessary for our legitimate interests, or those of a third party, provided those interests are not overridden by your rights and interests. This may include administering the Centre, maintaining security, preventing misuse of the premises, managing complaints, protecting property and maintaining appropriate records.

Consent

Where we rely on your consent, we will ask for your consent where required and you may withdraw it at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

7. Special category information

Some information may be considered “special category” personal data under UK data protection law. This includes information relating to health, for example where relevant to an accident, incident, accessibility requirement or emergency.

Where we need to process special category information, we will only do so where we have an appropriate lawful basis and additional condition under data protection law.

We will seek to limit the collection and use of such information to what is reasonably necessary for the relevant purpose.

8. Who do we share personal information with?

We will only share personal information where there is a lawful basis for doing so and where the information is reasonably necessary.

Depending on the circumstances, we may share information with:

- our staff, officers, trustees, committee members or authorised volunteers who need the information to carry out their role;
- contractors or service providers who provide services to DCC, where necessary;
- payment providers, banks or financial service providers;
- professional advisers, such as accountants, insurers or solicitors;
- insurance companies or brokers where necessary;
- emergency services or relevant authorities where necessary;

- local authority, licensing or regulatory bodies where required;
- law enforcement agencies where required or permitted by law; and
- other organisations where we are legally required or permitted to provide the information.

We do not sell personal information to third parties.

9. Payments

Where you make a payment to DCC, we may retain information necessary to record and administer the payment, such as the amount paid, date of payment, payer's name and relevant booking or invoice details.

Where payments are processed through a third-party payment provider, that provider may process personal information in accordance with its own privacy notice and terms.

DCC will not normally retain full payment-card details unless there is a specific lawful reason to do so.

10. CCTV and security

DCC operate CCTV or other security systems at the Community Centre for the purposes of safety, security, crime prevention, protection of property and investigation of incidents.

Where CCTV is operated, appropriate signage and privacy information will be provided.

CCTV recordings will only be retained for as long as reasonably necessary, taking account of the purpose for which they were collected and any incident or investigation requiring the footage to be retained.

11. Accidents, incidents and safeguarding

Where an accident, incident, safeguarding concern or other safety matter occurs, we may need to collect and use personal information about people involved.

This information will be used only as reasonably necessary to:

- respond to the incident;
- protect people's health, safety and welfare;
- investigate what happened;
- meet legal or regulatory obligations;
- make appropriate reports to relevant authorities where required; and
- establish, exercise or defend legal claims.

Where particularly sensitive information is involved, we will apply the additional safeguards required by data protection law.

12. How long do we keep personal information?

We will retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including to meet legal, accounting, insurance and reporting requirements.

Different types of information may therefore be retained for different periods.

For example:

- booking and financial records may need to be retained for a number of years to meet accounting, taxation, legal and audit requirements;
- correspondence may be retained for as long as necessary to manage the relevant booking or issue;
- insurance and incident records may be retained for an appropriate period having regard to potential claims and insurance requirements;

- safeguarding and serious incident information may be retained in accordance with applicable legal, regulatory and safeguarding requirements.

Our retention periods will be reviewed periodically, and information will be securely deleted or disposed of when it is no longer required.

13. Keeping your information secure

We take reasonable technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- misuse;
- alteration;
- disclosure; or
- destruction.

Access to personal information is limited to people who reasonably need it for their role.

Where information is stored electronically, we will use appropriate security measures. Where information is held in paper form, we will take reasonable steps to protect it from unauthorised access, loss or damage.

14. Transfers outside the UK

We will not normally transfer your personal information outside the UK.

If we need to transfer personal information outside the UK, we will ensure that the transfer is made in accordance with applicable UK data protection law and that appropriate safeguards are in place.

15. Your rights

Under UK data protection law, you may have rights including:

- the right to be informed about how your personal information is used;
- the right to access the personal information we hold about you;
- the right to request correction of inaccurate or incomplete information;
- the right to request deletion of personal information in certain circumstances;
- the right to request restriction of processing in certain circumstances;
- the right to object to certain processing, including processing based on legitimate interests;
- the right to data portability in certain circumstances; and
- rights relating to automated decision-making and profiling where applicable.

These rights are subject to certain legal conditions and exemptions, so they will not apply in every situation.

Further information about individual rights is available from the Information Commissioner's Office (ICO).

16. How to exercise your rights

If you wish to exercise any of your data protection rights, please contact:

Data Protection Contact: Lynda Paley Hunt, Centre Manager

Email: manager@denmeadcc.uk

Postal address: Denmead Community Centre, School Lane, Denmead, Hampshire PO7 6LU

Please provide sufficient information for us to identify you and understand what information or processing your request relates to.

We may need to ask for additional information to verify your identity before responding.

We will normally respond to a valid request within one calendar month, although this may be extended where permitted by law for particularly complex requests.

We will not normally charge a fee for exercising your data protection rights. We may charge a reasonable fee or refuse to act on a request where the law permits us to do so, for example where a request is manifestly unfounded or excessive.

17. Direct marketing

DCC does not normally use personal information collected for room hire to send marketing communications.

If we wish to use your personal information for direct marketing in circumstances where consent or another lawful basis is required, we will provide the appropriate information and, where necessary, obtain your consent.

You can object to direct marketing at any time.

18. Cookies and the DCC website

If you use the DCC website, the website may use cookies or similar technologies.

The types of cookies used, their purposes and the choices available to website visitors will be explained in the website's cookie information or cookie notice.

19. Complaints

If you have concerns about how DCC has handled your personal information, please contact us first using the details provided in this Privacy Notice.

We will investigate your concern and aim to resolve it where possible.

You also have the right to complain to the Information Commissioner's Office (ICO), which is the UK's independent supervisory authority for data protection.

Information Commissioner's Office

Website: www.ico.org.uk

Telephone: 0330 1231113

The ICO's website provides further information about your data protection rights and how to make a complaint.

20. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in:

- the way we process personal information;
- our services or procedures;
- data protection legislation or regulatory guidance; or
- the operation of the Community Centre.

The latest version will be made available to hirers and, where applicable, published on the DCC website.