

# How the The Wolfords Village Hall uses your information

Read this to find out how and why we use the personal information you give us.

## How we use your information

When you apply to use the facilities of the Village Hall, we ask you to give us some of your personal details so that we can administer the hall. We are committed to keeping all the information we hold about you secure, private and confidential.

### Which of my details do you collect?

We'll ask for your full name (title, forename(s) and surname), postal address, phone number and email address.

We need this personal information so that we can provide you with a service you would expect.

### When do you collect these details?

We'll collect them when you apply to use the facilities of the Village Hall through our website, by phone or by completing a form

### Using our website, emails, apps and social media

Our website, and the emails we send out, do not use cookies and other tracking technologies.

When you use our website, we collect information such as the browser you are using and the date, time and your IP address (a label used to identify your device on the internet).

### What do you do with my information?

The main reasons we use your information are to meet our legal obligation to check your identity, prevent or detect fraud or other crime run competitions, events and promotional activities

### Who do you share my details with?

### How long do you keep my information for?

We keep your personal information where we have an ongoing legitimate or lawful need to do so. For example, we keep some records for audit purposes for up to seven years after you have closed an account with us. When we no longer have a legitimate or lawful need to keep your personal information, we will delete it.

### Keeping each other informed

To make sure you can receive information and communications from us, please make sure you tell us whenever you change your name, address, phone number, email address. Giving us your most up to date details by making sure any information we send you doesn't fall into the wrong hands.

## The legal background and your rights

Here we summarise the lawful basis on which we collect and use your information and outline the rights you have under current data protection legislation.

### Contract

We need to collect and use your personal information to be able to provide you with the services you require, it will be difficult if you don't give us the information we ask for.

### Legal obligation

AS A CHARITY We have a legitimate interest in promoting our services.

### Consent

We only rely on consent as a lawful basis for using your personal information in a few limited circumstances. You can withdraw your consent at any time, and we make it as easy to withdraw consent as it is to give it.

### Your rights

You have a range of data protection rights in relation to the information we hold about you. You can exercise any of these rights by contacting us.

### Right of access

You can ask us to provide you with a copy of the information we hold about you by making contacting the Secretary for a 'Data Subject Access Request

### Right to data portability

Where we process your personal information by automated means for contractual purposes, or with your consent, you can ask us to provide the information we hold about you in a structured, machine readable format.

### Right to rectification

If the information we hold about you is incorrect, out of date or incomplete, please let us know and we will put it right.

### Right to restrict processing

If you think the information we hold about you isn't accurate, you can ask us not to process it until we have corrected any errors or verified that the information is accurate.

You can ask us to delete your personal information when:

- we no longer need it
- you have given us consent and you later withdraw it
- you have objected to us processing your information and we have no lawful basis to do so
- we are legally obliged to delete it

### Right to object

Where we have a legitimate interest or a public interest in processing your personal information, you can object to this.

### Right not to be subject to automated decision-making

Some of our processes will be partly or wholly automated, but we don't make decisions that have a significant or legal effect without human involvement.

### **Right to lodge a complaint with a supervisory authority**

If you have a complaint about the way we have used your information, please contact us first and we will do our best to put things right for you. If you're not happy with our response, you can escalate your complaint to the Information Commissioner's Office

(ICO) OR You can find out more about data protection and the rights you have by contacting the independent Information Commissioner's

Office:

**[ico.org.uk](https://ico.org.uk)**

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

**0303 123 1113**

### **Changes to how we use your information**

From time to time we may update this privacy notice. You can see the latest version at

[www.wolfordsvillagehall.org.uk](https://www.wolfordsvillagehall.org.uk) call us and we can send you a copy. If we make a significant change to how we use your information, we will let you know in advance.

### **Data protection questions or concerns?**

The Wolfords Village Hall is the data controller of the information we hold about you. If you have any questions or concerns about how we process your information, you can contact us using the details on the next page, or write to:

ata Protection Officer (Secretary)

**2 Brook Cottages**

**Great Wolford**

**Shipston on Stouour**

**Warwickshire**

**CV36 5NP**