

# CLIFFORD CHAMBERS VILLAGE HALL

## PRIVACY NOTICE

Clifford Chambers Village Hall is managed by the Village Hall and Recreation Ground Management Committee who are committed to protecting personal information and respecting privacy. This Privacy Notice outlines how personal information is collected, used and stored.

Access to the personal information collected will be restricted to members of the Village Hall and Recreation Ground Management Committee and the Trustees, officers and volunteers who require this information to carry out their duties. Hire information, submitted via the online form on the website, is also accessible by the third-party website administrator. Any personal information collected will only be used for the purposes described below.

### **What personal information is collected and why**

The following personal information is collected when the Village Hall is hired. The lawful basis for processing this information is Contractual:

- Name, phone number, email address and whether the Hirer is a village resident:  
This information is used to communicate with the Hirer about the booking, calculate fees, share booking confirmations and final Hire Agreement paperwork as well as issue invoices and deal with any queries, complaints or damages. It is also used to populate an entry on the 'Key Holder List' if keys are issued to a regular Hirer.
- Date, time and purpose of the booking:  
This information is used to manage the availability and use of the Village Hall, calculating fees and checking compliance with the Terms and Conditions of Hire. With the Hirer's permission, this information is also shared with the Clifford Chambers Parish Newsletter for inclusion in the monthly publication.
- Bank account details and/or other payment information:  
This information is used to process payments and refunds as well as keeping records for accounting and auditing purposes.

The following personal information is collected about members of the Village Hall and Recreation Ground Management Committee, the Trustees and/or officers. The lawful basis for processing this information is both Legal and Legitimate Interest:

- Name, address, phone number, email address and date of birth (Trustees only):  
This information is used to communicate with members and to facilitate the management of the Village Hall. Trustee information is also used to inform the Charity Commission of their details, which is a legal requirement.
- Bank account details and/or other payment information (certain members only):  
This information is used to process payments and keep records for accounting and auditing purposes.

### **How information is collected**

Information is collected:

- Directly from the Hirer when they make a general enquiry or submit a provisional Hire Agreement form.

- From a third party who is making enquiries or applying for a Hire Agreement on behalf of the Hirer (e.g. a family member or friend who has provided contact details for the purpose of facilitating a Hire Agreement).
- Directly from the Village Hall and Recreation Ground Management Committee, the Trustees and/or officers at the time of their appointment.

### **Consent**

Consent to process personal information is obtained:

- When either a general enquiry is made or a provisional Hire Agreement submitted for review (paper-based or via the online form). Consent may be given by ticking the relevant boxes on the Hire Agreement form or it could be given verbally, via email, SMS or Whatsapp message.
- When a member of the Village Hall and Recreation Ground Management Committee, a Trustee and/or officer is appointed.

Consent may be withdrawn at any time by contacting the Chair of the Village Hall and Recreation Ground Management Committee using the details below.

### **Protecting personal information and keeping it safe**

Appropriate and reasonable measures are taken to ensure personal information is kept safe, secure and confidential. Although the website, which hosts the online Hire Agreement forms, has a secure socket layer and uses a https secure address, it should be noted that the transmission of information via the internet and/or email is not completely secure. The Village Hall and Recreation Ground Management Committee cannot guarantee the security of personal information during the transmission process and so any such transmission is at the person's own risk.

Information submitted via the online Hire Agreement form is stored on a secure server which is accessible by the third-party website administrator.

Once received by the Village Hall and Recreation Ground Management Committee, their Trustees, officers and/or volunteers, personal information is either stored electronically on password protected devices or physically in a secure non-public location.

Other than the website administrator, no personal information is shared with third parties, unless it is required by law or explicit permission has been obtained for it to be shared.

### **Information retention**

Personal information is only kept for as long as necessary to fulfil the purposes for which it was collected, and in accordance with any legal and regulatory obligations.

- Personal information stored on the website's secure servers, that is accessible by the third-party website administrator, will be deleted after 30 days.
- Formal Hire Agreements, and all associated communication, are kept for two years from the date of the last hire. Any general enquiries (via email, SMS or Whatsapp message) which do not result in a formal Hire Agreement will be deleted once the exchange is complete.
- Financial records are kept for seven years to fulfil accounting requirements.
- Personal information relating to members of the Village Hall and Recreation Ground Management Committee, the Trustees and/or officers will be deleted when they stand down from their position. Please note meeting minutes, which contain names of attendees, are retained indefinitely for audit purposes.

**Your rights**

You have the right to ask the Village Hall and Recreation Ground Management Committee for a copy of the personal information they hold about you, to correct any inaccuracies in that information and/or to ask them to delete any records unless they are prevented from doing so by law. These rights can be exercised at any time by contacting the Chair of the Village Hall and Recreation Ground Management Committee using the details below.

You also have the right to lodge a complaint with the Information Commissioner's Office if you are not satisfied with how the Village Hall and Recreation Ground Management Committee handle your personal information. Further information about your rights can be found on the Information Commissioner's Office [website](#).

**Contact details**

If you have any queries about this Privacy Notice or how the Village Hall and Recreation Ground Management Committee process personal information, please contact the Chair of the Village Hall and Recreation Ground Management Committee at [cliffordchambersvillagehall@outlook.com](mailto:cliffordchambersvillagehall@outlook.com).