

Privacy Notice

Kemerton Victoria Hall respects an individual's right to privacy and understands that privacy is important to you. This privacy notice explains how Kemerton Victoria Hall uses your personal data; how it is collected and held and how it is processed and tells you about your privacy rights and how the law protects you.

1. About us:

Kemerton Victoria Hall
High Street
Kemerton
Near Tewkesbury
GL20 7JE

Registered Charity Number: 523159

Chairman - John Harvey (Email: jfharvey51@gmail.com)

Treasurer/bookings contact - Deb Manns (Email: deb@djmanns.com)
Tel - 07825749201

Please use the details above to contact us about anything to do with your personal data and data protection.

2. The data we collect about you:

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use and store some or all of the following data:

- Identity Data such as first name, last name and title;
- Contact Data such as billing address, contact address, email address and telephone numbers;
- Financial Data such as bank account and payment card details;
- Transaction Data such as details about payments to and from you;
- Profile Data such as your interests, preferences and feedback;
- Usage Data such as information about how you use our hall and services;
- Marketing and Communications Data such as your preferences in receiving marketing from us and your communication preferences.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political

opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

3. How the data is collected:

All the personal data we collect about you is from direct interaction with you by you filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our services or make bookings;
- request marketing to be sent to you; or
- give us some feedback.

We do not use cookies when you access our website.

4. How we use your personal data:

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests. This includes communicating with you by responding to emails or calls from you.
- Supplying you with information by email AND/OR post that you have opted-in to (you may unsubscribe or opt-out at any time by requesting to do so via e-mail or post).
- Where we need to comply with a legal or regulatory obligation.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone or post with information, news, and offers relating to the hall and our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

5. How Long Will You Keep My Personal Data?

We will only keep your personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

We will generally hold personal data for the duration of our business relationship. Once our business relationship has been terminated, we will generally hold your personal data for no more than one year after the termination of the business relationship, but this is subject to: (a) any minimum statutory or other legal, tax, health and safety or accounting requirements for particular data or records, and (b) the retention of some types of personal data for up to six years to protect against legal risk, e.g. if they could be relevant to a possible legal claim in a County Court or High Court.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

6. How and Where Do You Store My Personal Data?

We will only store your personal data in the UK. This means that it will be fully protected under the GDPR.

The security and protection of your personal data is important to us. All your information is kept in a locked cabinet in a secure building or on a pass-worded computer.

7. Do you share my personal data?

We will not share any of your personal data with any third parties for any purposes. However, in some limited circumstances, we may be legally required to share certain personal data if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

8. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “data subject access request”. All data subject access requests should be made in writing and sent to the postal address or email addresses shown in section 2 above.

There is not normally any charge for a data subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We will try to respond to your data subject access request within 28 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

9. Your rights:

You have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

10. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Any changes will be made available on our website.