

Wilton Community Centre

Privacy Policy April 2018

The Trustees and Management of The Wilton Community Centre take the security of your data very seriously. The Wilton Community Centre is the data controller and responsible for deciding how your data is used and making sure it is kept private and secure.

We collect data directly from you, or from any person acting on your behalf, via website, email, social media, telephone, personal contact and paper forms in order to confirm your identity, address and other means of contact. The data will enable us to fulfil your requirements and ensure that you are kept abreast of any matters in the Centre that might affect your booking. In some circumstances we may require bank details, for example to refund hiring fees or deposits. If this applies, we will ask for your bank details, tell you why we need them, and ask for your consent.

Our use of your data solely for the management of your room hire or facility hire gives us the legitimate right to store your data and provide you with information regarding the services available, arrange hiring contracts, payment requests and deal with relevant matters arising from them. The Wilton Community Centre will not use your data for any other reasons without your specific consent

Your data will be kept for as long as you have a relationship with us. After this time, your data will be kept for as long as required to settle any queries or complaints, and for as long as required by Her Majesty's Revenue and Customs.

Your data will be held on computer files managed by Trustees or volunteers acting on behalf of the Trustees. All relevant data files and computers will have passwords known only to the personnel managing the files. Data will be processed within Microsoft Excel, Microsoft Word, Microsoft Access and Paypal Invoicing programmes. These service providers may have back-up and other facilities outside of the UK. Data will also be passed between computers managed by the Trustees or volunteers acting on their behalf, verbally and by means of email, telephone, and hard copy.

Your data may also be held within hard copy (paper) files for record purposes and for accounting purposes, in secure environments.

Your data, however held, will not be shared with any other party.

Your rights under the General Data Protection Regulation (GDPR)

You have the right to obtain confirmation that your data is being processed

You have the right of access to your personal data

You have the right to have inaccurate personal data rectified, or completed if it is incomplete

You can make a request for rectification verbally or in writing, to which we have one calendar month to respond

The GDPR introduces a right for individuals to have personal data erased

An individual can make a request for erasure or restriction verbally or in writing, to which we have one calendar month to respond.

The Wilton Community Centre will be happy to answer questions or provide more information regarding this Privacy Policy. In the first instance, please telephone Dawn Humphries, the booking secretary, on 01722 744859 who will arrange for a Trustee to contact you.

If you have a concern about Wilton Community Centre's information rights practices, or how your data is handled, you may report it to the Information Commissioner's Office helpline 0303 1231113.