



Market Deeping Coronation Hall

CH-GOV-002

Privacy and Data Protection Policy

The Market Deeping Coronation Hall | Registered charity 233433

Purpose and Scope

This policy explains how The Market Deeping Coronation Hall collects, uses, shares, stores and protects personal information in accordance with the UK GDPR and the Data Protection Act 2018.

It applies to personal information used in connection with Hall bookings and enquiries, hirers and user groups, trustees and volunteers, contractors and suppliers, payments, accidents and incidents, and the administration of the charity. Recruitment information is covered in more detail by CH-HR-005 Recruitment Privacy Notice.

Who We Are and How to Contact Us

The Market Deeping Coronation Hall, 16 Halfleet, Market Deeping, Peterborough, PE6 8DB, is the data controller responsible for deciding how personal information is used. For questions, concerns or requests about your information, email bookings@coronation-hall.co.uk or write to us at the address above.

Responsibilities

The Trustees are responsible for overseeing compliance with this policy. Anyone given access to personal information on behalf of the Hall must keep it secure, use it only for authorised Hall purposes and report any loss, mistaken disclosure or suspected breach promptly to a Trustee.

Information We Collect and Where It Comes From

Depending on your relationship with the Hall, we may collect:

- names, addresses, email addresses and telephone numbers;
- organisation or group details;
- booking, payment and invoicing information;
- correspondence and records of enquiries;
- contractor, supplier, trustee and volunteer records; and
- accident, incident or insurance information where necessary.

Information is normally provided directly by you, by someone making a booking on behalf of a group, through the Hall's booking or payment services, or by a referee or other person where relevant. We only collect information reasonably needed for the purpose concerned.

Why We Use Information and Our Lawful Bases

We use personal information to manage bookings, communicate with Hall users, administer invoices and payments, manage contractors and suppliers, respond to enquiries, maintain appropriate records, protect the Hall and its users, and meet legal, insurance and charity-governance obligations.

Depending on the purpose, our lawful basis is taking steps before or performing a contract, compliance with a legal obligation, or our legitimate interests in safely and effectively operating and administering the Hall. We use consent where it is specifically required, for example for optional direct marketing.

Sensitive Information

Accident, incident or safeguarding records may contain health or other sensitive information. We only use this information where necessary and where both a lawful basis and an additional legal condition apply. Access is restricted to those who need it.

Online Bookings and Service Providers

The Hall uses online, email, payment and document-storage services to help administer its activities. Where a provider processes personal information on the Hall's behalf, the Hall remains responsible for selecting an appropriate provider and putting suitable data-protection arrangements in place. A provider may also have separate responsibilities where it uses information for its own purposes.

Who We Share Information With

We share personal information only where reasonably necessary. Recipients may include Trustees involved in administration, booking and payment providers, contractors acting for the Hall, insurers, professional advisers and public authorities where disclosure is required or permitted by law. We do not sell personal information.

International Transfers

Some service providers may process information outside the UK. Where this happens, we will ensure that an appropriate legal safeguard is in place.

Security

We use proportionate technical and organisational measures to protect personal information from loss, misuse, unauthorised access or disclosure. Access is limited to people who need the information for their Hall duties, and paper and electronic records must be stored and disposed of securely.

How Long We Keep Information

We keep personal information only for as long as reasonably necessary. Our normal retention periods are:

Record	Normal retention period
Booking enquiries that do not proceed	Up to 12 months
Booking agreements and related records	6 years after the booking
Financial and accounting records	6 years after the end of the relevant financial year
Contractor and supplier contracts	Duration of the arrangement plus 6 years
Recruitment records	As stated in CH-HR-005 Recruitment Privacy Notice

Record	Normal retention period
Accident and incident records	Normally at least 3 years; longer where required for a child-related claim, insurance or legal proceedings
Trustee and governance records	For as long as needed for charity administration, accountability or legal obligations

Information that is no longer required will be securely deleted or destroyed. A longer period may be used where necessary to deal with a complaint, claim, legal duty or regulatory requirement.

Personal Data Breaches

Any loss, unauthorised disclosure or suspected misuse of personal information must be reported promptly to a Trustee. The Hall will record what happened, contain and investigate the incident, assess the risk to the people affected and take corrective action. Where legally required, the Hall will notify the Information Commissioner's Office without undue delay and, where feasible, within 72 hours of becoming aware of the breach. People affected will also be informed where the law requires it.

Your Data Protection Rights

Depending on the circumstances, you may ask for access to your information, correction of inaccurate information, deletion, restriction of processing, transfer of information you supplied, or object to processing based on legitimate interests. Where processing is based on consent, you may withdraw that consent. These rights are not absolute and will be considered in accordance with data protection law.

Automated Decision-Making

The Hall does not use automated decision-making or profiling that produces legal or similarly significant effects.

How to Complain

Please contact us first if you are concerned about how we have used your information. You also have the right to complain to the Information Commissioner's Office at www.ico.org.uk or by telephone on 0303 123 1113.

Review

The Trustees will review this policy annually and sooner if the law, technology or the Hall's arrangements change.