



OAKWOOD HILL VILLAGE HALL PRIVACY POLICY

This Privacy Policy describes how and when we collect, use, and share information when you contact us, or otherwise use our services.

This Privacy Policy does not apply to the practices of third parties that we do not own or control, including any Hirers of the Hall.

1. Personal information we collect

To fulfil your Hire/request you must provide us with certain information, such as your name, email address, postal address, payment information, and the details of the Hire facilities you are interested in.

2. The Legal Base for Information Collection

The General Data Protection Regulations (May 2018) (EU) (known as GDPR 2018 throughout the rest of this Policy) requires that we explain the legal bases we rely on to collect, use, and share your personal information. This may include an affirmative consent to receive marketing messages, compliance with legal obligations, and the Committee's use of the personal information in their legitimate interests (improving their services, for example).

Throughout this privacy policy, we will explain where and why we rely on these different legal bases.

Why we need your information and How we Use It

- as needed to provide our services, such as when we use your information to fulfil your Hire, to settle disputes, or to provide support.
- when you have provided your affirmative consent, which you may revoke at any time, such as by signing up for our mailing list.

- if necessary to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about your use of the Village Hall if required by UK tax law.
- as necessary for the purpose of our legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as providing and improving our services.

3. The third parties with whom we may share personal information

The GDPR (2018) requires that we disclose the details of any personal information we share with third parties. Information about our users is important to the Committee. We would only share your personal information for very limited reasons and in limited circumstances, as follows:

- Service providers. We may engage certain trusted third parties to perform functions and provide services to our village hall, such as delivery companies - for example the Royal Mail or UPS. We will only share your personal information with these third parties to the extent necessary to perform any of these services for you.
- Compliance with laws. We may collect, use, retain, and share your information if we have a good faith belief that it is reasonably necessary to: (a) respond to legal process or to government requests; (b) enforce our agreements, terms and policies; (c) prevent, investigate, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of other Hirers.

4. The length of time we keep personal information

The GDPR (2018) requires us to disclose the period during which we will store personal information.

Data Retention

- We retain your personal information only for as long as necessary to provide you with our services and as described in our Privacy Policy. However, we may also be required to retain this information to comply with our legal and regulatory obligations, to resolve disputes, and to enforce our agreements.

- We will generally keep your data for the following time period - 6 years as this is required of us by the UK's Her Majesty's Revenue and Customs (HMRC).

5. If transferring personal information outside of Europe, how the transfer will be handled

- GDPR (2018) requires us to disclose if you transfer personal information outside of the EU and the legal bases you rely on to do so, such as consent and contractual necessity.
- The only circumstance in which we would transfer personal information out of the European Union would be for delivery purposes through trustworthy services such as the Royal Mail or UPS or similar postal services.

6. Buyers' rights regarding our use of your personal information and our contact details

If you reside in certain territories, including the EU, you have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. We describe these rights below:

- Access. You may have the right to access and receive a copy of the personal information we hold about you by contacting us using the contact information below.
- Change, restrict, delete. You may also have rights to change, restrict our use of, or delete your personal information. Apart from exceptional circumstances (like where we are required to store data for legal reasons) we will generally delete your personal information upon request.
- Object. You can object to (i) our processing of some of your information based on our legitimate interests and (ii) receiving marketing messages from us after providing your express consent to receive them. In such cases, we will delete your personal information unless we have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.
- Complain. If you reside in the EU and wish to raise a concern about our use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local data protection authority.

How to Contact Me

For purposes of EU data protection law, I, Yvonne Staines, am the data controller of your personal information. If you have any questions or concerns, you may contact me at bookings@oakwoodhillvillagehall.org