

Privacy Notice – The Swan Centre (South Willesborough and Newtown Community Association)

Effective date: 2 August 2025

The South Willesborough and Newtown Community Association (“we”, “our”, “us”) is a registered charity (Charity No. 801901) that manages The Swan Centre for the benefit of the local community. We are committed to protecting your personal data and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who this notice applies to

- Trustees and committee members
- Volunteers
- Hall hirers (individuals and organisations)
- Members of the Association
- Visitors and participants in activities and events organised by us

2. The personal data we collect

- Identification and contact details: name, address, phone number, email
- Organisation details: name, address, role, charity/company number
- Booking details: dates, times, facilities hired, payment information, insurance details
- Membership details: membership category, voting rights, subscriptions paid
- Trustee records: declarations of interest, records of appointment, meeting attendance
- Communications: email correspondence, messages via our website or booking system
- Images or video: only if consented to or where used for publicity purposes (e.g. social media posts)

3. How we collect your data

- Online booking forms (via hallbookingonline.com)
- Paper forms (scanned and securely destroyed after processing)
- Email, phone calls, and in-person enquiries
- Committee membership or trustee application forms

4. Our lawful bases for processing

- Contract – to administer hall bookings and membership agreements
- Legal obligation – to comply with charity law, safeguarding, financial and tax regulations
- Legitimate interests – to run and promote the Centre, manage activities, and maintain records
- Consent – for optional uses such as publicity photographs or email marketing (where applicable)

5. How we use your data

- Manage hall bookings and community activities
- Administer membership and trustee records
- Comply with our legal and regulatory obligations
- Communicate with you about bookings, events, and organisational matters
- Maintain financial records and process payments
- Promote the Centre and its activities (with consent, where required)

6. Who we share data with

- Our online booking system provider (hallbookingonline.com) for hire administration
- Insurers (for claims and cover validation)
- HM Revenue & Customs, our accountants, and other regulatory authorities (where required by law)
- Law enforcement agencies (where required by law)

- Ashford Borough Council only in relation to trustee/committee membership records or where legally required
- We will never sell your data to third parties

7. Data retention

- Hire records and financial records: 6 years after the financial year they relate to
- Trustee and membership records: duration of appointment/membership plus 6 years
- Consent forms: until consent is withdrawn or the purpose expires
- General correspondence: up to 2 years, unless still required for ongoing matters

8. Data security

- All records are held electronically
- Paper forms are scanned promptly and securely shredded
- Electronic records are stored in password-protected systems, with access restricted to authorised personnel
- Booking information is stored within hallbookingonline.com, which has its own security measures

9. Your rights

- Access – to request a copy of your personal data
- Rectification – to ask us to correct inaccurate or incomplete data
- Erasure – to request deletion of your personal data (in certain circumstances)
- Restriction – to limit processing in certain situations
- Objection – to object to processing based on legitimate interests or direct marketing
- Portability – to request your data in a format that can be transferred to another provider

10. Marketing

- We currently use social media to promote our activities.
- If we introduce direct email marketing in the future, we will only send it to you with your explicit consent, which you can withdraw at any time.

11. Contact us

- Data Protection Contact: Liz Thorne – Chair of Trustees
- The Swan Centre, Turner Close, South Willesborough, Ashford, Kent
- Email: chair@swancentre.org.uk

12. Complaints

- If you have concerns about how we handle your data, please contact us first.
- You can also complain to the Information Commissioner's Office (ICO):
- Website: www.ico.org.uk
- Helpline: 0303 123 1113