NORTH PETHERTON COMMUNITY CENTRE MANAGEMENT COMMITTEE
CHARITY NUMBER: 291048

PRIVACY POLICY

We are committed to protecting the privacy of everyone using our site and the confidentiality of any information that you provide us with.

This Privacy Policy sets out how and why we collect, store, process and share your personal data.

Our contact details.

North Petherton Community Centre
Fore Street,
North Petherton
Somerset

Tel: 07818 130235

Email: bookings@npcommunitycentre.org

The type of personal information we collect.

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, your name and contact details)
- Details of monies paid and owed in connection with your bookings or events.
- Other information you provide in connection with your bookings or events.
- Photographs or other media you may provide for the promotion of your bookings, events or organisation.
- CCTV recordings that may be collected via our CCTV systems.

How we get the personal information and why we have it

Most of the personal information we process is provided to us by you and is held for one of the following reasons:

- To process booking requests and to manage bookings or other events.
- To manage monies paid and owed in connection with your bookings or events, and for other accounting purposes.
- To promote your bookings, events, or organisation
- To protect the fabric and contents of our facilities and the safety and security of those who use them.
- To protect our website

We also receive personal information indirectly, from the following sources in the following scenarios:

HallWizard Limited, who collect and forward booking requests

We may share this information with:

HallWizard Limited, to display your bookings or events on our availability calendar.

- Our web host, to display relevant details in our What's On directory.
- Other organisations who perform functions on our behalf or provide services to us.
- Any other third parties as required by law or for the purposes of combatting anti-social behaviour or crime (including fraud), or to prevent or investigate breaches of or to enforce our Terms and Conditions, or to respond to or investigate security vulnerabilities, or to respond to emergencies, and to protect the rights of third parties.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1. Your consent, in connection with the promotion of bookings and events. You are able to remove your consent at any time. You can do this by contacting us.
2. We have a contractual obligation in connection with your bookings and events.
3. We have a vital interest to protect the physical safety of our users and the general public.
4. We have a legitimate interest to protect our facilities.

How we store your personal information

We may store your information:

- On our online Bookings & Calendar system, securely stored in the Republic of Ireland
- In our What's On directory, securely stored in the United Kingdom
- On secured and password protected computers which are used by the Booking Secretary and Treasurer to help manage your bookings and events, or to promote your bookings or events.
- On our CCTV system

Your data protection rights.

Under data protection law, you have rights including:

- *Your right of access* - You have the right to ask us for copies of your personal information.
- *Your right to rectification* - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- *Your right to erasure* - You have the right to ask us to erase your personal information in certain circumstances.
- *Your right to restriction of processing* - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- *Your right to object to processing* - You have the right to object to the processing of your personal information in certain circumstances.
- *Your right to data portability* - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not normally required to pay any charge for exercising your rights. If you make a request we will respond as soon as we can, normally within one month from the time we receive it. If we expect the request to take longer than that to deal with, we will let you know. Please contact us at bookings@npcommunitycentre.org if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting the Booking Secretary at bookings@npcommunitycentre.org.

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data, at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk