



Bedhampton Community Centre CIO

Privacy Notice

This privacy notice tells you what to expect us to do with your personal information. The links below will take you to those sections

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What information we collect, use, and why	Who we share information with
Lawful bases and data protection rights	How to complain
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Contact details

Post	Bedhampton Community Centre, 21 Bedhampton Road, HAVANT, Hampshire, PO9 3ES
Telephone	02392 480 654
Email	manager@bedhamptoncommunity.org or chair@bedhamptoncommunity.org

What information do we collect, use, and why?

We collect or use the following information to **provide services and goods, including delivery and third-party referrals**:

- **Identity Data** includes first name, last name, username or similar identifier and title.
- **Contact Data** includes billing address, address, email address and telephone numbers.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, feedback and survey responses.
- **Usage Data** includes information about how you use our website, products and services.

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

- Names and contact details
- Addresses

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Any other personal information required to comply with legal obligations
- Safeguarding information

We may also collect or use Health information regarding our volunteers including vulnerable persons, which is classed as special category information to **comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Purchase or service history
- Witness statements and contact details
- Relevant information from previous investigations
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We collect or use personal information for **managing staff and volunteers** including

- **Identity Data** includes first name, last name, username or similar identifier and title and formal identity documentation.
- **Contact Data** includes address, email address and telephone numbers including next of kin details.
- **Banking details** for the processing of payroll and pensions.
- **Third party references** including their names, addresses

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access](#).
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#).
- **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. [Read more about the right to data portability](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#).

If you make a request, we must respond to you without undue delay and in any event within one

month.

To make a data protection rights request, please contact the data privacy manager using the [Contact details](#) at the top of this privacy notice.

Our lawful basis for collecting or using personal information to provide services and goods, including delivery and third-party referrals is:

Legitimate interests

We are collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability.

The purpose of collecting data about you is to fulfil our contract with you, for legitimate purposes such as collecting money owed to us and to meet legal requirements. The types of activity undertaken when we collect and use your data is to set you up as a customer, manage payments and fees, collect and recover money owed to us and for legitimate purposes surrounding the use of our website to ensure our content remains useful and accurate. We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending direct marketing communications, such as our Members' Newsletter, to you via email or text message. You have the right to withdraw consent to marketing at any time by Contacting us.

Our lawful bases for collecting or using personal information to receive donations or funding and organise fundraising activities are for Legal obligation – we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims is Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability

Where do we get personal information from?

We get our information directly from you: our customers, volunteers, trustees and members as appropriate. In specific circumstances, we also get information from family members or carers for Health and Safety reasons and to provide adequate care whilst volunteering for the Bedhampton Community Centre.

How long do we keep information?

Except where required by Law, we do not keep data longer than is necessary. The following is a non-exhaustive list of some of our data retention periods:

- Banking details are retained for 1 year after the last date of provision of services although we do

not keep any CVV data.

- Personal data of hirers, hiring forms etc. are retained for no more than 1 year after the last transaction.
- Payroll data is retained for 7 years from the financial year end of the recorded year
- HR related data is held for up to 3 years
- Correspondence regarding donations is retained for 6 years from the financial year end of the recorded year

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who do we share information with?

We have a **joint controller** relationship with Hallmaster booking system. They provide the software solution to process customer booking requests and issue invoices and receipts when authorised. We process your personal information with that joint controller for the following reason:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Unity Payroll Services Ltd is a data processor that processes our payroll and pension information.

We may need to share information with other organisations for safeguarding reasons.

We do not share your information with third parties for marketing purposes, and we do not share your information to any international parties.

How to complain

The Chair of Trustees is appointed as the data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights or to make a complaint, please contact the data privacy manager using the details set out in the [Contact details](#) section above.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO. The ICO's address is:

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

Helpline number: 0303 123 1113.

Website: <https://www.ico.org.uk/make-a-complaint>