



Serving the Community

Charitable Incorporated Organisation 1162816  
Tel 07748 531275

**Ripley Village Hall**  
**High Street,**  
**Ripley, Surrey**  
**GU23 6AF**

## **Privacy Policy**

### **Our Privacy Policy**

Ripley Village Hall takes data protection and security extremely seriously.

This Privacy Policy explains the types of personal data that we may collect and also explains how, in our role as the 'Controller' of any personal data you provide to us, we'll store and handle that data and keep it safe.

We will normally only collect basic personal data about you, including your name, address, email details, phone numbers and potentially bank account details. We may also request and hold details of your age, ethnicity, nationality and gender if we are required to provide this in an anonymised form by funders. We may additionally collect and hold information about your use of Ripley Village Hall.

### **Why we need your data**

We need your basic personal data in order to provide you with details of services, events, offers and funding information about Ripley Village Hall's activities, in accordance with any agreement we have with you and we ask you to agree to this in the Hiring Agreement.

In specific situations, we may require your data as part of the normal operation of Ripley Village Hall. This may include occasions where we are required to comply with audit, legal or regulatory requirements. In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe there is an overriding reason to continue processing your personal data.

When collecting your personal data, we will always make clear what data is necessary in connection with the provision of a particular service.

### **How we collect your data**

We normally collect your data when you provide it to us or when others provide it to us. You may give us your data by email; through an online web form; over the telephone; face to face; or by post.

### **How we protect your data**

We take protecting your data very seriously recognising that the data you give us can be extremely sensitive and confidential.

We will treat your data with the utmost care and take all appropriate steps to protect it. We have clear data protection and procedures in place (along with regulatory and other legal obligations to keep your data safe) and these are regularly reviewed as part of our data compliance processes.

Access to your personal data is password-protected and we monitor our systems for possible vulnerabilities and attacks to identify ways to further strengthen security.

### **How long do we keep your data**

We only keep your data for as long as is necessary for the purpose(s) for which it was provided but we are required under UK tax law to keep your basic personal details (name, address, contact details) for a minimum of six years after which time it will be destroyed. Your information that we use for marketing purposes will be kept until you notify us that you no longer wish to receive this information.

### **What we do with your data**

All the personal data we hold is processed by our staff in the UK however for the purposes of IT hosting and maintenance your data is stored and processed within the European Economic Area (EEA). If we ever have to share your personal data with third parties and suppliers outside the European Economic Area (EEA) we will seek your specific consent to do so.

We sometimes are required to share your personal data with trusted third parties where it is necessary for the effective operation of Ripley Village Hall.

This is our policy that we apply to those organisations to keep your data safe and protect your privacy:

- We provide only the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

### **What are your rights**

If at any point you believe that the information we hold on you is incorrect you can request to see this information and have it corrected or deleted. Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

If you wish to request access to your information or raise a complaint on how we have handled your personal data, please contact Ripley Village Hall on 07748 531275 or email [info@ripleyvillagehall.org.uk](mailto:info@ripleyvillagehall.org.uk). If we choose not to action your request, we will explain to you the reasons for our refusal.

If you feel that your data has not been handled correctly, or you are not satisfied with our response to any requests you have made to us regarding the use of your personal data, or believe that we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office.

You can contact them by calling [0303 123 1113](tel:03031231113) or online at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).