

GREAT PONTON VILLAGE CENTRE GDPR POLICY

Summary of how we use your data

Great Ponton Village Centre uses your personal data to manage and administer the hiring of facilities at the centre, your involvement with it and to keep in contact with you for these purposes. Where we rely on your consent, such as any consent we seek for email marketing, you can withdraw this consent at any time.

What does this policy cover?

This policy describes how Great Ponton Village Centre (also referred to as “GPVC”, “we” or “us”) will make use of the data we handle in relation to the hiring of GPVC facilities.

It also describes your data protection rights, including a right to object to some of the processing which we carry out. More information about your rights, and how to exercise them, is set out in the “What rights do I have?” section.

We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website www.gpvc.org.uk or our noticeboard regularly for any amendments (but amendments will not be made retrospectively).

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner (www.ico.org.uk). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

What information do we collect?

We collect and process personal data from you when you request details regarding and/or hire facilities at the Village Centre. This includes:

- your name
- your gender,
- your date of birth,
- your home address, email address and phone number and;
- your marketing preferences, including any consents you have given us.

How do we collect information?

GPVC uses a third-party system from 'Centremaster' to handle booking requests. Centremaster store and process the information to enable GPVC to conduct their business. In this context, GPVC is the 'Data Controller' and 'Centremaster' are 'Data Processors'. Centremaster's privacy policy can be found here <https://www.centremaster.co.uk/Docs/Centremaster-Privacy-Policy.pdf>

GPVC may also obtain information directly from users of the centre, especially where these are regular uses.

What information do we receive from third parties?

Sometimes, we receive information about you from third parties. For example, if you are a child, we may be given information about you by your parents.

How do we use this information, and what is the legal basis for this use?

We process this personal data for the following purposes:

As required by GPVC to conduct our business and pursue our legitimate interests, in particular:

- we will use your information to manage and administer the hiring of facilities at AVH, and to keep in contact with you for these purposes;
- CCTV cameras may be used to maintain the security of our premises and we may use this video to investigate incidents on or around the premises.

For purposes which are required by law:

- we may respond to requests by government or law enforcement authorities conducting an investigation.

Data Security

GPVC has a duty to ensure that appropriate technical and procedural measures are taken to prevent breaches of data security. These measures will include:

- a) Physical files containing personal data will be kept in a locked cabinet, or secure area.
- b) Personal data stored electronically will be password protected, with a strong password.
- c) Computers and devices used to access and process the data will have up to date internet security software installed and operational.
- d) Only GPVC will have access to personal information and then only on a need-to-know basis and having given written assurance that appropriate data security measures are in place and procedures observed.
- e) No personal data will be given over the phone unless there is no doubt as to the caller's identity and right to access the information.
- f) Information to meet a SAR (subject access request) request will only be released if evidence of identity is provided.

- g) Consent to retain personal information will be recorded and updated as necessary.
- h) Email correspondence on behalf of Great Ponton Village Centre will use a dedicated email account, not personal emails. Emails containing personal information will be saved into appropriate secure folders and deleted from email in-boxes and deleted files folders.
- i) Personal data will be stored for only as long as it is needed or required by statute and will be disposed of appropriately.
- j) The general risk assessment for the management and operation of Great Ponton Village Centre will make specific reference to data security.
- k) Centre accident book records will be removed from the book and stored securely.
- l) Data security will be included as a regular agenda item at GPVC meetings.

How long will you retain my data?

We process the majority of your data for as long as you are hiring GPVC facilities, and for 5 years after this.

We will retain information held to maintain statutory records in line with appropriate statutory requirements or guidance.

What rights do I have?

You have rights under the GDPR:

- a) to request a copy of your personal data
- b) to be provided with information about how your personal data is processed
- c) to have your personal data corrected
- d) to have your personal data erased in certain circumstances
- e) to object to or restrict how your personal data is processed

These rights may be limited, for example, if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests in keeping.

To exercise any of these rights, you can get in touch with us using the details set out below. If you have unresolved concerns, you have the right to complain to the Information Commissioner's Office, as detailed below;

<https://ico.org.uk/concerns/>
0303 123 1113.
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire SK9 5A

How do I get in touch with you?

We hope that we can satisfy queries you may have about the way we process your data. If you have any concerns about how we process your data, you can get in touch at;

bookings@gpvc.org.uk

Via the contact form on the website at www.gpvc.org.uk

or by writing to;

The Booking Secretary

Great Ponton Village Centre

12 Archers Way

Great Ponton

Grantham

LINCS, NG33 5DS

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