LYTCHETT MATRAVERS VILLAGE HALL
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Dorset, BH16 6DD

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LYTCHETT MATRAVERS VILLAGE HALL

Managed by: Lytchett Matravers Village Hall Management Committee (LMVHMC)

PRIVACY POLICY

We are committed to protecting your privacy and complying with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. This Privacy Policy explains how we collect, use, and protect your personal information and forms part of our Terms of Use.

1. What Information Do We Collect About You?

- We collect information about you when you book the Village Hall or request information from us. The types of information we may collect include your name, organisation name, postal address, email address, telephone number, booking details, payment or invoice information, insurance details, and information provided on hire agreements, bar application forms, or other Hall administration forms.
- You may request details of the personal information we hold about you. If you would like a copy, please write to us with your request. If you believe that any information we hold is incorrect or incomplete, please write to or email us as soon as possible, and we will promptly correct any inaccuracies.

2. How Do We Use the Information We Collect About You?

- We use your information to respond to enquiries, manage bookings, prepare and administer hire agreements, issue invoices, process payments, maintain booking and financial records, manage access to the Hall, deal with queries, complaints, incidents, insurance matters, safety issues and legal or regulatory obligations.
- Information submitted through our website, enquiry forms, Hallmaster booking system, email, paper forms or agreement forms will be used for Village Hall administration and the proper management of the charity.

3. Lawful Basis for Processing

We process your personal data on the lawful basis of *contract* (to manage your booking) and *legitimate interest* (to maintain records necessary for the operation of the Village Hall charity).

4. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including any legal, accounting, or reporting requirements. Booking records are normally kept for up to six years in line with charity and financial regulations.

5. Disclosing Your Data

We do not sell personal data, and we do not share personal information for commercial marketing purposes. We may share personal information where necessary for the administration, management and legal operation of the Village Hall. This may include sharing information with:

- Village Hall trustees, committee members or authorised volunteers who need the information to manage enquiries, bookings, hire agreements, invoicing, payments, safety, maintenance or complaints
- Hallmaster, where information is entered into or processed through the Hallmaster booking system
- website, email, IT, document storage, accounting, banking or payment service providers who support the administration of the Hall
- insurers, professional advisers, contractors or emergency contacts where needed in connection with an incident, claim, safety issue, repair, dispute or legal obligation
- Dorset Council, licensing authorities, the police, emergency services, HMRC, the Charity Commission, the Information Commissioner's Office, or other public bodies where required by law or where necessary for the proper operation of the charity

Where we use service providers to process personal data on our behalf, we only provide the information needed for that purpose and expect them to keep it secure and use it only in accordance with our instructions or their own legal obligations.
We may also disclose information where required by law, court order, regulatory requirement, safeguarding concern, insurance requirement, or to protect the safety, rights or property of the Hall, its users, volunteers or the public.

6. How Is Your Information Protected?

We take the protection of your information seriously and have appropriate physical and technological measures in place to keep it safe. Access to personal data is restricted internally to Trustees who need the information to manage your booking. We do not intentionally transfer personal data outside the UK. If any service provider processes data outside the UK or uses systems that involve international transfers, we expect appropriate safeguards to be in place in accordance with the UK GDPR.

7. Your Rights

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of any inaccuracies.
- Request deletion of your data (where legally possible).
- Object to or restrict our processing of your data.
- Request a copy of your data in a portable format.

Where we rely on consent, you may withdraw that consent at any time. Where we rely on legitimate interests, you may object to our processing. You also have the right to lodge a complaint with the supervisory authority, the **Information Commissioner's Office (ICO)**.

8. Trustees and Volunteers

We also hold limited personal information relating to trustees and volunteers for governance and administrative purposes, in accordance with our legal obligations as a registered charity.

9. Cookies

Our website is used to provide information about the Village Hall, show availability, receive enquiries and direct users to the Hallmaster booking system.

- Our website and booking systems may use cookies or similar technologies. Cookies are small files placed on your device to help websites and online systems work properly, remember preferences, support security, or understand how services are being used.
- We may use essential cookies or similar technologies where they are necessary for the website, enquiry forms, booking system, security, session management, or core functionality. These do not require user consent, but we explain their use in this policy.
- If we use non-essential cookies, such as analytics, advertising, embedded media, social media tracking, or optional performance cookies, we will provide appropriate information and obtain consent where required.
- Hallmaster may use cookies or similar technologies as part of its booking, availability and enquiry functions. When users access Hallmaster, their information may also be processed in accordance with Hallmaster's privacy and cookie policies.
- You can adjust your browser settings to block or delete cookies, but this may affect the operation of the website, availability calendar, online forms or booking system.

APPROVED BY: LYTCHETT MATRAVERS VILLAGE HALL MANAGEMENT COMMITTEE

Village Hall Committee