

Taverham Village Hall Committee

Privacy Policy

At Taverham Village Hall we are committed to protecting the information of all our hirers and visitors.

The Taverham Village Hall Committee produced the following Privacy Policy as part of our Data Protection requirements.

Who we are;

Taverham Village Hall, Sandy Lane, Taverham, Norwich NR8 6JR is registered with the Charity Commissioners (No. 304086) and constituted by deed of trust.

A Management Committee (Taverham Village Hall Committee) comprising 7 members elected by the public and 7 members representing their organisations (the Parish Council has the right to appoint two representative members) administers the charity.

The objective of the charity is to maintain the Village Hall for the communal benefit of the inhabitants of Taverham and the neighbourhood. The Management Committee aims to provide first class hall facilities at an affordable price for meetings, recreation and leisure time occupation with the objective for improving the life of local people.

Whilst Taverham Village Hall is run by a Management Committee (all of whom are volunteers) it relies totally on hire fees, fund raising (and occasionally donations and grants) for its income. The land it stands on and surrounding it, belongs to the Parish Council.

We are dedicated to ensuring that all personal data that we process is done so in a fair, lawful and transparent manner. We take the security of your data very seriously and adhere to all relevant data protection legislation including the Data Protection Act 2018, the General Data Protection Regulation 2016/679 ('GDPR') and The Privacy and Electronic Communications (EC Directive) Regulations 2003 ("PECR").

How to make contact

If you have any questions relating to this notice, your rights under data protection legislation or the processing of your personal data then you can contact us by:

Email: taverhamvillagehall@yahoo.co.uk

Post: to the registered address above or to the current secretary

Telephone: 01603 869316

You are important to us and so is protecting your personal information. We have high standards when it comes to collecting and using personal information. For this reason, we take any complaints we receive from you about our use of your personal information very seriously and request that you bring any issues to our attention.

Where you are communicating with us for the purpose of making a complaint, we will only use your personal information to handle, investigate and respond to the complaint and to check on the level

of service we provide. Where the complaint is about a member of our team, we may have to disclose your identity to whoever the complaint is about. You may let us know that you don't want information that identifies you to be disclosed, and we will try to respect your request; however, it may not be always possible to handle a complaint on an anonymous basis.

If you are unhappy with our use of your personal data or our response to the exercise by you of any of your rights, then you have the right to complain the UK's data protection authority the Information Commissioner's Office (ICO) (www.ico.org.uk).

Personal data

Personal data includes any information about an individual from which that individual can be identified. Examples include your name, identification number, email or home address, photograph and bank account details, factors specific to an individual (such as your physical, physiological, mental, economic, cultural or social identity) and any data that would allow you to be identified when combined with other data.

It is our intention to provide you with as much information as possible about what we do with that personal data, so that when you provide your personal data to us, you do so with an awareness of how it will be used.

If you provide us with personal data on behalf of someone else, for example if you provide your spouse's details in connection with the hire of our facilities or as a registered key holder, you confirm to us that you have their permission to do so. The exercise of any further rights in connection with such personal data will need to be done by the relevant individual.

How we collect data

We are not interested in collecting every personal detail about you. Our main reason for collecting your personal information is to provide and improve the level of communication between hirers and the management committee.

We will need to collect personal information about you in order for us to be able to produce and supply a hire agreement form to maintain our records. We will only collect the information that we need.

We collect your personal information in a number of different ways which we have explained in this section.

How we may process your data

We will only process your data where the law allows. Your personal data will, most commonly, be processed in the following circumstances:

Where required to perform a contract with you.

Where there is a legal or regulatory obligation.

Vital interests, where it is necessary to process your personal data to protect your vital interests or those of another person. For example, we may contact you to notify you about safety or cancellation of booking/hire.

Consent, we will only use personal data for the purposes for which it was collected, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. Please contact us using the details set out in the 'How to contact us' section if you need details about the specific legal ground on which we are relying to process your personal data.

Sharing data

Please note that we will not share or pass your personal data to any third parties other than authorised members of the Taverham Village Hall Committee.

Disclosure of personal information

We will not usually disclose your personal information other than as already explained above. However, there may be circumstances where we need to share personal information other than as anticipated. These include:

- where we are legally required to disclose the information, this includes sharing the personal information with tax authorities and law enforcement agencies for the purposes of the prevention and detection of crime
- where we need to disclose the personal information for the purpose of resolving a complaint or in connection with any legal proceedings, or for the purpose of obtaining legal advice, or the disclosure is otherwise necessary for the purposes of establishing, exercising or defending legal rights disclosure is required to protect our interests, or someone else's interests (for example, to prevent fraud) disclosure is necessary to protect your vital interests (for example if you are unwell at our premises, we may need to seek medical assistance)
- to a third party for the purposes of providing administrative or processing services on our behalf. If such disclosure is required, we will take steps to ensure that the third party protects the personal information in the same way that we do and notify you of any changes to this privacy notice

Keeping personal information secure

We know that you provide your personal information in good faith and expect it to be looked after. This is why we take the security of your personal information seriously. This means that we have taken steps internally in order to ensure that our systems adequately protect your personal information.

Your Rights

You have a number of rights in respect of your personal information which we have explained in a bit more detail below: If you would like more information about any of your rights, please contact us on the details set out in the 'How to make contact' section above.

The right to request correction of the personal data we hold about you. You can have any incomplete or inaccurate data we hold about you corrected, although we may need to verify the accuracy of any new information you provide.

The right to withdraw your consent, where you have explicitly consented to us processing special categories of data, you can withdraw consent to our processing the special categories of data

at any time during the application process. If you wish to withdraw consent, please do so by sending your request in writing to our contact details above.

The right to request access to your personal data. You can contact us at any time to ask whether we process any personal data about you and to be provided with a copy of that data. This will be provided free of charge. We may not provide you with a copy of some of this information if it also concerns other individuals or we have another lawful reason to withhold it.

The right to request erasure of your personal data, you can ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to request that we delete or remove your personal data where you have successfully exercised your right to object to processing, where we have processed your personal data unlawfully or where we are required to delete your data by operation of law. We may not always be able to completely comply with your request where we have specific legal reasons which will be notified to you.

The right to object to processing of your personal data where we are relying on our legitimate interest and there is something about your situation which makes you want to object to processing on the grounds it impacts on your fundamental rights and freedoms.

The right to transfer your personal data to you or another authorised party. We will provide you or the authorised party with your personal data in a structured and commonly used machine-readable format.

Exercising your rights

If you wish to exercise any of your rights, then please contact us using the details set out in the 'How to make contact' section above. You will not normally have to pay a fee to exercise your rights, but we may charge a reasonable fee if your request is unfounded, repetitive or excessive. We may also refuse to comply with your request. We endeavour to respond to all legitimate requests within one month. If we will need longer than a month to respond to your request, then we will let you know and keep you updated.

How long will we keep your data

We will hold your personal data for no longer than is necessary for the purposes for which we are processing it. When it is no longer required, we will securely dispose of it.

All electronic and hard copy files, relating solely to purchase information, will be destroyed after 7 years.

Updating this privacy notice

We keep our privacy notice under regular review in order to ensure that it properly reflects our use of personal information.

The Chair and Secretary are nominated "Data Controllers" for and on behalf of the Taverham Village Hall Committee and will carry out an annual review of this policy.

Review Dated 28th August 2026