

Penn Street Village Hall

Privacy Statement

January 2025

Your privacy is important to us. This privacy statement explains what personal data Penn Street Village Hall (PSVH) collects from you, through our interactions with you and how we use that data.

PSVH is now used by a variety of both village-based and local groups, societies, and ad-hoc hirers and the aim is to keep its function as central to the village community while making it available to hire by those elsewhere.

Personal Data That We Collect

PSVH collects data to operate effectively and provide you the best experience when you want to use our hall. You provide some of this data directly, such as when you enquire about potential hiring of the hall, make a payment or email us with any query about the hall.

You have choices about the data we collect. When you are asked to provide personal data, you may decline. But if you choose not to provide data that is necessary to enable us to connect with you and proceed with a potential hire, you may not be able to hire the hall.

The data we collect depends on the context of your interactions with PSVH, the choices you make, and if you do hire the hall and want to pay by bank transfer. The data we collect can include the following:

Name and contact data. We collect your first and last name, email address, postal address, phone number and other similar contact data. We also collect data about your potential use of the hall and sometimes this include the ages of the children's birthday party you are enquiring for.

Payment data. We collect data necessary to process your payment if you do hire the hall, such as bank details, and any details provided if you pay by cheque.

How We Use Personal Data

PSVH uses the data we collect for four basic purposes,

- to operate our charity and provide a community facility for hire
- to communicate with hirers and enquirers
- to process payment and deposits for people who hire the hall
- to run social events for the village

Operating our charity. We use your data to be able to hire the hall for your benefit. We will keep your data for 15 months after the end of our fiscal year on Sept 30th to enable us to analyse our year and to communicate with you in case of any ongoing requirements.

Communicating with hirers/enquiries. We use the data we collect to communicate and personalise our communications with you. This involves responding to enquiries, quoting a price, accepting a booking and a deposit payment. We may contact you by phone or email or other means to inform you if the hall is available, to answer any questions you may have, to request payment, to arrange to open the hall for your hiring, or to return deposits.

Payment. We will take payments from you either by bank transfer, cheque or cash. If we need to return the deposit, we will contact you for your bank details to enable us to repay you by bank transfer.

Village Events

When we organise events on behalf of the village eg village BBQs, Christmas lunch etc we will collect contact details and dietary requirements. We will only use this data to contact you regarding the specific event and to ensure your dietary requirements are provided.

PSVH does not use what you say in email, chat, video calls or voicemail, or your documents, photos or other personal files for any other purpose than hiring our hall.

Reasons We Share Personal Data

We may share your personal data with any member of the management committee to enable us to transact with you. For example, we may need to agree whether your request to use the hall is a valid and acceptable reason. The person who will be opening up the hall for you will need your contact information to introduce themselves and let you know how opening up works.

Finally, we will access, transfer, disclose and preserve personal data, including your content such as the content of your emails or files shared with us when we have a good faith belief that doing so is necessary to:

1. comply with applicable law or respond to valid legal process, including from law enforcement or other government agencies;
2. protect our users, for example to prevent spam or attempts to defraud users of our services, or to help prevent the loss of life or serious injury of anyone;
3. operate and maintain the security of our hall, including to prevent or stop an attack on our computer systems or networks; or
4. protect the rights or property of PSVH, including enforcing the terms governing the use of the services – however, if we receive information indicating that someone is using our services to traffic in stolen intellectual or physical property belonging to PSVH, we will not inspect a customer's private content ourselves, but we may refer the matter to law enforcement.

How to Access & Control Your Personal Data

You can request access to the personal data we store on your behalf for PSVH operations. You can also make choices about PSVH's collection and use of your data.

- If you wish to access, edit or remove information and payment information in our bank account please request this via pennstreethall@live.co.uk
- If you wish to access, edit or remove information regarding your booking please email pennstreethall@live.co.uk

We will respond to requests to access or delete your personal data within 30 days.

Your Communications Preferences

We will need to communicate with you by email and or/phone and/or face to face meetings to deal with your enquiry. Please let us know via pennstreethall@live.co.uk if you have a preference

Other Important Privacy Information

Below, you will find additional privacy information that you may find important.

European Privacy Rights

PSVH adheres to applicable data protection laws in the European Economic Area, which if applicable includes the following rights:

- If the processing of personal data is based on your consent, you have a right to withdraw consent at any time for future processing;
- You have a right to request from us, a “data controller” as defined in the law, access to and rectification of your personal data;
- You have a right to object to the processing of your personal data; and
- You have a right to lodge a complaint with a data protection authority.

When we process personal data about you, we do so with your consent and/or as necessary to provide the service we offer, operate our charity, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfil other legitimate interests of PSVH as described in the “How We Use Personal Data” and “Reasons We Share Personal Data” sections above.

Security of Personal Data

PSVH is committed to protecting the security of your personal data through implementing this policy and regular checks that all the committee are following this policy.

Where We Store and Process Personal Data

Personal data collected by PSVH is stored and processed in 5 separate ways

1. In our email system – pennstreethall@live.co.uk. This email may be shared to management committee members personal email addresses if required to respond to your enquiry
2. Your name, email address and phone number is stored in our password protected calendar at pennstreethall@live.co.uk so any committee member can communicate with you in case of emergency
3. The booking form will be stored in a folder in the lettings secretary's house if a paper form is completed, or if it has been returned electronically it is stored in our email system folders pennstreethall@live.co.uk
4. In rare circumstances it may be stored on our secure DropBox site
5. Your bank details will be entered onto our bank account to repay your deposit, if you paid by bank transfer.

Our Retention of Personal Data

PSVH retains personal data for as long as necessary to provide the service and fulfil the transactions you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes and meeting our agreements. The criteria used to determine the retention periods include:

- *How long is the personal data needed to provide the service and operate our business?* This includes such things as maintaining and improving our operations, keeping our systems secure and maintaining appropriate business and financial records. This is the general rule that establishes the baseline for most data retention periods.
 - Normally we will only keep data for a period of 15 months after our fiscal year ends so we can analyse our operations over the previous fiscal year.
- *Is the personal data of a sensitive type?* If so, a shortened retention time would generally be appropriate. Eg your bank details on the PSVH bank account. We would normally delete this once security deposit has been returned
- *Is PSVH subject to a legal, contractual or similar obligation to retain the data?* Examples can include mandatory data retention laws in the applicable jurisdiction, government orders to preserve data relevant to an investigation or data that must be retained for the purposes of litigation.

Changes to This Privacy Statement

We will update this privacy statement when necessary to reflect hirer feedback and changes in our service. When we post changes to this statement, we will revise the "last updated" date at the top of the statement and describe the changes in the Change History page. If there are material changes to the statement or in how PSVH will use your personal data, we will notify you either by prominently posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to periodically review this privacy statement to learn how PSVH is protecting your information.

Cookies & Similar Technologies

PSVH uses cookies (small text files placed on your device) to provide our websites and online services and to help collect data. The text in a cookie often consists of a string of numbers and letters that uniquely identifies your computer, but it can contain other information as well. You can decline all cookies but this may impact on our ability to process your enquiry.

Our Use of Cookies and Similar Technologies

PSVH uses cookies and similar technologies to enable us to accept your enquiry through our online form. In addition we do use cookies for:-

- **Security.** We use cookies to detect fraud and abuse of our websites and services.
- **Analytics.** To provide our services, we use cookies and other identifiers to gather usage and performance data. For example, we use cookies to count the number of unique visitors to a web page or service and to develop other statistics about the operations of our products. This includes cookies from PSVH and from third-party analytics providers.

How to Control Cookies

Most web browsers automatically accept cookies but provide controls that allow you to block or delete them. For example, in Microsoft Edge, you can block or delete cookies by clicking **Settings > Privacy > Cookies**. Instructions for blocking or deleting cookies in other browsers may be available in each browser's privacy or help documentation.

The PSVH website depends on cookies. Please be aware that if you choose to block cookies, you may not be able use those features.

Our Use of Web Beacons and Analytics Services

PSVH web pages may contain electronic images known as web beacons (also called single-pixel gifs) that we use to help deliver cookies on our websites, count users who have visited those websites and deliver co-branded products.

Finally, the PSVH site often contains web beacons or similar technologies from third-party analytics providers, which help us compile aggregated statistics about the effectiveness of our operations. These technologies enable the analytics providers to set or read their own cookies or other identifiers on your device, through which they can collect information about your online activities across applications, websites or other products. However, we prohibit these analytics providers from using web beacons on our sites to collect or access information that directly identifies you (such as your name or email address). If you want to know more, please email pennstreethall@live.co.uk.

Local Shared Objects or “Flash cookies”. Websites that use Adobe Flash technologies can use Local Shared Objects or “Flash cookies” to store data on your computer. To manage or block Flash cookies, go to

www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager.html

Notice to End Users

If you use an email address provided by an organisation you are affiliated with, such as an employer or school, to access PSVH online enquiry form, the owner of the domain (e.g. your employer) associated with your email address may: (i) control and administer your PSVH online enquiry form and (ii) access and process your data, including the contents of your communications and files.

How to Contact Us

If you have a privacy concern, complaint or a question for the Committee, please contact us by using our email address pennstreethall@live.co.uk. We will respond to questions or concerns within 30 days.

Unless otherwise stated, PSVH is a data controller for personal data we collect through the services subject to this statement. Our address is Penn Street Village Hall, Penn Street, Amersham, Bucks, HP7 0PX, United Kingdom.

Change History Information

When we make changes to our policy and this document, we rename the document to indicate the month that the changes were made and update this section with a summary of those changes.

January 2025

- Updated data retention to 15 months after the end of the fiscal year so we can look back over the data over the course of the next fiscal year
- Added that we will share contact data with the person who is opening up for a hirer so they can make contact
- Deleted links in the “Our Use of Web Beacons and Analytics Services” as they are continually changing
- Minor grammar and formatting edits and a couple of points were clarified