



## Privacy Notice – CVSBEH Events

### Who are we?

We are the CVS for Broxbourne & East Herts. Our address is the Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, SG12 8GA. You can contact us via post at the address above, via email at [admin@cvsbeh.org.uk](mailto:admin@cvsbeh.org.uk) or by telephone on 0300 123 1034.

Our appointed Data Protection Officer is Abbie Gregory. You can contact her about any enquires regarding our use of your personal data via post at the address above, via email at [abbie@cvsbeh.org.uk](mailto:abbie@cvsbeh.org.uk) or by telephone on 0300 123 1034.

### What personal data do we collect?

When you book to attend a CVSBEH event we collect your name, email address and contact number. This is collected via email, telephone, or both depending on your preference. We also collect information on any access or special requirements you may have.

We might also take photos and video footage at our events.

### Why do we collect this information?

The information collected is used to contact you regarding your booking and to send you further details about the event. We require this information in order to fulfil our contract with you.

We collect information on any access or special requirements that you may have as part of our contract with you and with your explicit consent. We do this to ensure that we can meet these requirements for example by saving you a disabled parking space or ensuring we have large print materials available. You can withdraw your consent for this at any time.

We take photos and video footage to promote CVSBEH events on our website, social media platforms and publications. We do this in our legitimate interest which is to promote CVSBEH events.

### What do we do with your information?

Your information is stored securely on our password protected shared drive based within the European Union. We also keep copies of any emails you send us. These are stored securely on our UK based server. Information regarding any access or special requirements is kept in a password protected spreadsheet and in email accounts with restricted staff access.

Photos and video footage are posted on our website, publications and on social media.

We do not use the information that you provide us with to make automated decisions that might affect you.

### How long do we keep your information for?

If you have just made an enquiry about booking we will keep your personal data until you have decided whether or not to book a place. If you decide you will not go ahead, we will promptly delete your personal data. If you go ahead with a booking, we will keep your information for 6 months. After 6 months it will be securely destroyed.

Photos and video footage will be kept for as long as the publication, website or social media that the photos or video footage have been posted on still exist.

### Your rights over your information

By law, you are able to ask us what information we hold about you, and can ask us to correct it if it is inaccurate.

You can also request that we give you a copy of the personal data we store about you and to stop using your information for a period of time if you think we are not doing so lawfully. If you wish to do this, please send a request via email, post or telephone with the information provided above.

You can ask us to stop using your information, which you can do at any time by emailing, writing or telephoning us using the contact details above. This may mean that you will not be able to attend a CVSBEH event.

You have the right to object to us taking photos and video footage of you at our events.

You can withdraw your consent for information you give us regarding any access or special requirements.

### Your right to complain



If you have a complaint about the way we use your information, you are able to contact the Information Commissioner's Office via their website ([www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)) or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF