



Privacy Notice – Nigel Copping Community Building Public Hirers

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 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 or by telephone on 0300 123 1034.

What personal data do we collect?

When you make an enquiry about a booking with us, we collect your name, contact number and email address. This is collected via email, telephone, or both depending on your preference. When you make a confirmed booking with us, we collect further information including your address and invoice email address (in some cases this may be the same as the original email address you provided). This information is collected on your completed booking form. We may also ask to see proof of your address to check that you live in Stanstead Abbots and are eligible for a discount on your booking. This is collected when you make a confirmed booking by showing us a copy of a utility bill in person or sending us a copy via email.

Why do we collect this information?

The information collected is used to contact you regarding your booking or a potential booking and to invoice you for the correct amount. We require this information in order to fulfil our contract with you.

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. We also keep a hard copy of your booking form in a locked filing cabinet. Your invoices are stored securely on our UK based system. A third party accountant will also have access to these invoices during financial examinations, which is a legal requirement. Further details can be provided on request by contacting us using the details above.

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 a booking we will keep your personal data until you have decided whether or not to go ahead with it. 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 the remainder of the current financial year (1st April – 31st March) plus a year after that. After this time it will be securely destroyed. We keep a copy of your invoice containing your name and address for the remainder of the current financial year plus 6 years as stated in our retention policy. After this time it will be securely destroyed.

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 will mean that we will have to terminate your booking with us.

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) or write to them at:

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