



Privacy Notice – Organisational Venue Hire

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 Sarah Forbes. You can contact her about any enquires regarding our use of your personal data via post at the address above, via email at sarah@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 ask you for further information including the name and contact number of the person who will be onsite and contactable on the day of the booking and the name and email address of the person that should receive the invoice and your organisational address. We also collect your signature when you sign the booking form. This information is collected on your completed booking form.

Why do we collect this information?

The information collected is used to contact you and/or the appropriate person regarding the booking or potential booking. We will use the name and email address of the person that should receive the invoice and your organisation address to invoice you. 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. Booking forms are stored securely in a locked filing cabinet.

Your invoices are stored securely on our password protected shared drive and on our accounting software, QuickBooks, which is stored in various global locations and is signed up to the EU-US Privacy Shield scheme. 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. Our accountant has data protection policies in place that are compliant with current legislation.

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 information 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 information.

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 the name and address of the person meant to receive it 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 any of the above, please send us a request via email, post or telephone to the contact details provided in the 'Who are we?' section.

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