

## Waltham Forest Community Hub Privacy Policy – 1<sup>st</sup> June 2018

**About this Policy** - This policy explains when and why we collect personal information about our customers, how we use it and how we keep it secure and your rights in relation to it. We are committed to protecting your personal information and privacy. We may collect, use and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you.

We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website [www.wfchub.org](http://www.wfchub.org)

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

**Your Privacy** - Everyone has rights with regard to the way in which their personal data is handled. During dealings with you, we will collect, store and process personal data about you and we recognise that the correct and lawful treatment of this data will maintain confidence in the organisation and will provide for successful business operations. Your personal data, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act and equivalent EU regulations.

This policy and any other documents referred to in it, sets out the basis on which we will process any personal data we collect from you or that is provided to us by yourself or other sources. This policy sets out rules on data protection and the legal conditions that must be satisfied when we obtain, handle, process, transfer and store personal data.

**What information is being collected?** We collect personal information such as your name, postal address, phone number, email.

**How Do We Collect Personal Information?** We collect personal information about you when you book our venue with us; become a member of one of our clubs, make a donation to us, register for an event/class, engage with our social media, sign up to our email newsletter, or otherwise give us personal information.

### **How Do We Use Personal Information?**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To help assist your enquiries with our services.
- Contact you should a club or service be cancelled.
- Communicate with you about a booking.
- To update you with an event or services or classes.
- Where you volunteer with us, to administer the volunteering arrangement
- To keep a record of your relationship with us.

### **Do We Provide Information To Other Parties?**

We will never sell your data to any third party nor will we share your details with other entities for marketing purposes.

We will only share information with other organisations where we have your permission to do so in accordance with this Privacy Policy or where it is necessary for a legitimate reason connected with the services we offer, or where it is required by law or regulation.

### **Cookies**

'Cookies' are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. Essentially it takes the form of a small text file deposited on your computer's hard drive.

WF Community Hub use cookies to ensure that you can interact with our web sites successfully, to identify you when you visit our web site and to keep track of your browsing patterns. The use of cookies does not give us access to the rest of your computer or to personal information about you.

### **Using our Wifi**

When you use the Wi-Fi we may collect data about:

- your device;
- the volume of data which you use;
- the websites and applications which you access; and
- your usage by access time, frequency and location.

### **Your rights**

You have rights under the GDPR:

- to access your personal data
- to be provided with information about how your personal data is processed
- to have your personal data corrected
- to have your personal data erased in certain circumstances
- to object to or restrict how your personal data is processed
- to have your personal data transferred to yourself or to another business in certain circumstances.

### **Data Protection (Rights of Access)**

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee) and to have any inaccuracies in your information corrected.

If you wish to exercise these rights, please email: [info@wfchub.org](mailto:info@wfchub.org)

WF Community Hub reserve's the right to amend this privacy statement. The most up to date version will be always be available on our website so please check from time to time, continuing to use our website you will be deemed to have accepted any changes.