St Stephen's Community Space, Great Wigborough Privacy Policy

This privacy policy will explain how St Stephen's Community Space website ("we" or "us") uses the personal data collected from when you use our website.

What data do we collect?
We collect the following data:
• Personal identification information (name, address, email address, telephone number)
• Your special requirements for use of the hall (e.g. disabled access)

How do we collect your data?
You provide us directly with most of the data we collect. We collect data and process data when you:
• Make an enquiry about hiring the Hall or place an order for tickets to our events.
• Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
• Use or view our website via your browser's cookies.

How will we use your data?
We collect your data so that we can:
• Process your order, confirm your booking of the hall or send you tickets to our events.
• Email you with information about activities or events we think you might be interested in.
When we process your order, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?
We securely store your data within the site and will keep your details for 12 months. Once this time period has expired, we will delete your data.

Marketing
We would like to send you information about activities and events in the hall that we think you might be interested in.
If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us as set out below.
We will not pass your data on to any other organisation whether for marketing or any other purpose unless required to do so by law.

External Website Links & Third Parties
Although we only look to include safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text / banner / image links to other websites)

Shortened URLs: URL shortening is a technique used on the web to shorten URL's (Uniform Resource Locators) to something substantially shorter. This technique is especially used in social media and looks similar to this (example: http://bit.ly/zyVUBo). Users should take caution before clicking on shortened URL links and verify their authenticity before proceeding.
We cannot guarantee or verify the contents of any externally linked website despite our best efforts. Users should therefore note they click on external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

What are your data protection rights?

The right to access – You have the right to ask us for copies of your personal data.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete the information you believe is incomplete.

The right to erasure – You have the right to ask that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to ask that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions. The right to data portability – You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us by email at: SSGWcommunity@mail.com

Cookies

The only cookies that will be used on the site are designed to help us improve the users experience of the site and to give us insight into how the site is used.

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology. For further information, visit www.allaboutcookies.org.

How do we use cookies?

We use cookies in a range of ways to improve your experience on our website, including:

• Keeping you signed in

• Understanding how you use our website

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser.

Privacy policies of other websites

Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review and place any updates on this web page. This privacy policy was updated in September 2021.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us by email at: SSGWCommunity@mail.com

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office by email at: https://ico.org.uk/global/contact-us/ or by phone on 0303 123 1113.

TWCGC
September 2021