Privacy Policy Egerton Village Hall

Last Updated: 1 September 2026

Egerton Village Hall ("we", "our", "us") is a registered charity (Charity Number:293644). We are committed to protecting and respecting your privacy in line with UK GDPR and the Data Protection Act 2018.

This policy explains how we collect, use, and protect your personal information when you use our website, book our hall for one-off events, or hire it as a regular user.

1. The Personal Data We Collect

We may collect and process the following information about you:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Booking Details:** Dates and times of hire, type of event, and special requirements.
- **Financial Information:** Bank details (for processing hire deposit returns and refunds)
- **Organisation Details:** For regular hirers, the name of your club, group, or business.

3. How We Get Your Personal Data and Why We Have It

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You request a booking or submit an inquiry using our website enquiry form or **Hallmaster** booking system link.
- You sign a hire agreement as a one-off hirer or regular user.
- You contact us via email, phone, or social media.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- **Contractual Obligation:** We need your data to fulfil our hire agreement with you (e.g., managing bookings, invoicing and returning deposits).
- **Legitimate Interests:** We use your data to respond to inquiries and manage the day-to-day administration of the charity.
- **Legal Obligation:** We must retain financial data to comply with statutory accounting and tax regulations.

4. How We Store and Share Your Personal Data

Your booking data is securely stored online within our **Hallmaster** booking system, which operates on secure, password-protected servers. Any additional data (such as email records) is kept securely by our committee members.

We **never** sell your data. We only share your information with third parties when absolutely necessary, including:

- **Hallmaster:** Our trusted third-party software provider, used solely to manage our booking calendar, schedules, and billing information.
- **Our Bank:** To receive direct bank transfer payments and to issue refunds or deposit returns.
- **Independent Examiners/Accountants:** For mandatory charity financial auditing.
- **Law Enforcement or Insurers:** Only if required by law or in the event of an insurance claim.

5. How Long We Keep Your Data

We only keep your personal data for as long as necessary:

- **Inquiries:** xx months if the inquiry does not lead to a booking.
- **One-Off Hirers:** Deleted or securely destroyed xx months after the event finishes and the deposit is returned.
- **Regular Hirers:** Retained for the duration of your hire agreement and deleted xx months after your agreement ends.
- **Financial Records:** Invoices and payment logs in our bank records are kept for **7 years** to meet UK tax and charity law requirements.

6. Your Data Protection Rights

Under data protection law, you have rights including:

- **Your right of access:** You have the right to ask us for copies of your personal information.
- **Your right to rectification:** You have the right to ask us to correct information you think is inaccurate.
- **Your right to erasure:** You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing:** You have the right to ask us to restrict the processing of your personal information.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at egertonhall327@gmail.com to make a request.

7. How to Complain

If you have any concerns about our use of your personal information, please contact our Secretary at egertonhall327@gmail.com