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# Privacy and Data Policy and Procedure

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<b>Version</b>	1.1 (13 pages)
<b>Agreed by</b>	Brockenhurst Village Trust Board
<b>Date ratified</b>	Oct 2019
<b>Next review due</b>	November 2021 (last reviewed and revised October 2020)
<b>Responsible trustee</b>	Community Director/Trustee Note: Data Protection Officer is Hall Manager
<b>Related documents</b>	Health and Safety Policy CCTV Policy Safeguarding Policy

# **BROCKENHURST VILLAGE TRUST (BVT)**

## **PRIVACY AND DATA PROTECTION**

### **1. Purpose of this policy and procedure**

1.1 This Privacy and Data Protection Policy and Procedure statement specifies how we treat personally identifiable information. We provide this Privacy Statement because hall users, staff, trustees and others on whom information may be held have a right to know what information we collect and how it is protected and used.

1.2 We aim to be clear about our purposes when we collect your data and not do anything the individual or group concerned wouldn't reasonably expect. Developing a better understanding of our customers and supporters through their personal data allows us to make better decisions about the activities we provide at the Village Hall and in connection with the wider activities of the Brockenhurst Village Trust.

### **2. Application**

2.1. This policy and procedure applies to all trustees, members of staff, managers/leaders of hall user groups, hall users and volunteers from whom personal data may be collected, or who may make use of personal data on the basis of official business as described below.

### **3. Definitions used in this policy**

3.1 Personal Data Personal data is any data that relates to an identifiable individual, such as name, address, contact details, age (including trustee dates of birth provided for the Charity Commission's annual return), gender, family details. In addition it can include:

- Online identifiers e.g. email addresses
- Employee information
- Databases holding contact information e.g. about bookings, newsletter mailings, ticket sales
- CCTV footage (in this case covered by a separate and related policy document)
- Financial information
- For fundraising purposes e.g. lists of individual donors, gift aid reclaim records
- For publicity purposes e.g. photos of identifiable people at events.

3.2 Website Cookies - A cookie is a small file, saved onto a computer or other electronic device, which stores small pieces of information about how an individual user has used our site or to aid the ticket buying process.

3.3 General Data Protection Regulation. Brought into force in 2018, the [General Data Protection Regulation \(GDPR\)](#) is binding law, and sets out to give individuals greater control of their personal data that's held by third-parties, in this case the Brockenhurst Village Trust and specifically the Village Hall.

3.4 The general principles applying under GDPR are:

- **Lawfulness, fairness and transparency.** Data shall be obtained on a lawful basis; leave the subject of the information/individual fully informed and be faithful to any undertakings given.
- **Purpose limitation.** Be specific.
- **Data minimisation.** Collect the minimum data needed.
- **Accuracy.** Store accurate up-to-date data.
- **Storage limitation.** Retain the data for a necessary limited period and then erase in accordance with retention policy.
- **Integrity and confidentiality (security)** Keep data secure.
- **Accountability.** Record and prove compliance. Ensure policies and maintained and adhered to.

#### 4. Policy statement

##### 4.1 What information do we collect?

We might collect personal information when a user buys a ticket over the counter, by phone or online via our website; by signing up for one of our other events or workshops; by hiring out facilities; by making a donation or sponsoring us; or by communicating with us. We also keep your details when you sign up to receive emails from us.

The information we hold about an individual may include:

- Name
- Postal address
- Telephone number
- Email address
- Ticketing history
- Billing information
- Donation history
- Preferences for how we communicate with an individual about our activities. We maintain a record of transaction history, but we do not store payment card numbers.
- We keep a record of the emails we send, and we may track whether an individual receives or open them so we can make sure we are sending the most relevant information. We may then track any subsequent actions online, such as buying a ticket.

##### 4.2 How do we use personal data?

We use data for example to:

- Provide you with or respond to information you have asked for
- Contact you if there are any important changes to shows/classes
- Administer your ticket sale or donation, including processing Gift Aid
- Keep a record of your relationship with us
- Ensure we know how you prefer to be contacted
- We use profiling and segmentation to ensure communications are relevant and timely and to provide an improved experience to our customers and supporters
- It is not possible to be comprehensive in describing the use of data – for

example in an emergency requiring the contact of relatives, we may need to access personal information, but this cannot be predicted.

## 5. Principles

### 5.1 Marketing communications

If an individual has opted to receive marketing communications from the Hall or Trust by post or email we will tell them about events and related services that might be of interest.

We may email you about shows, classes and other activities at the hall, or a combination of these in a regular Brockenhurst Village Hall email newsletter. On occasion emails may include a survey. Individuals can sign up to these lists separately so that you only receive what is relevant to you.

All emails will carry an unsubscribe link to click if a recipient no longer wish to receive them.

In 'group' emails we will 'BCC' (Blind Copy) email addresses when sending email correspondence to multiple persons to retain confidentiality.

If an individual has opted out of marketing communications, the Hall/Trust may still get in touch with you for administrative purposes regarding your bookings.

An individual can change marketing preferences or opt out of marketing communications by calling the office 01590 622580.

### 5.2 Third parties

We will not share any of an individual's personal details with any other third parties without the individual's prior and specific agreement, unless required in order to fulfil our contract with them, or required and allowed by law.

### 5.3 Use of the website [brockenhurstvillage.org.uk](http://brockenhurstvillage.org.uk)

We use cookie information to monitor traffic levels and to find out how our website is used, so we can keep improving. We do not store any information about you personally in our cookies.

### 5.4 How we keep your data safe

Personal data will be held and processed on Brockenhurst Village Trust systems. Where possible we aim to keep a single record for each customer. Personal data is always held securely. Access to customer information is strictly controlled. It is held in the UK and the processes are EU and GDPR compliant.

### 5.5 Retention period

Our retention policy, periods and responsible persons appears as Appendix One. To determine this retention period we considered the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and the applicable legal requirements, which includes financial returns and Gift Aid declaration timescales.

## 6. Responsibilities

The Hall Manager is the Trust's Data Protection Officer. They are thus responsible both directly and through staff and others working in an official capacity (staff, trustee, volunteer) for the management of all information, personal and not, for its safekeeping, and to ensure the principles such as retention, and the security procedures outlined below are complied with. This will include knowledge of what information is stored, and where it is stored, in accordance of the mapping requirement of GDPR.

The Hall Manager is responsible for maintaining a close and regular watch, ensuring standards such as passwords, computer security and maintenance of records; the identification of any breach of security, and its timely notification to the Trustees, and the relevant official bodies.

## 7. Procedure

All reasonable care shall be taken to safeguard personal data. Computers and other electronic devices shall as a minimum be protected by a password, and set up to automatically lock electronically after no more than five minutes of non-use. Any computer which is left unattended must be electronically locked and only accessible through its password. This should apply both on and off the Village Hall and other Trust premises. No screen displaying personal data should be left unattended and in sight of the general public, other hall users, etc..

Physical measures should be in place to ensure computers and other items cannot be removed (i.e. physical laptop locks to a secure item such as a workbench). Computers should be stored in a locked room when the hall is not in use.

7.2 An individual has the following rights related to their personal data:

- The right to request a copy of personal information held about them
- The right to request that inaccuracies be corrected
- The right to request us to stop processing their personal data
- The right to withdraw their consent to direct marketing
- The right to request that we erase their personal data
- The right to lodge a complaint with the Information Commissioner's Office

7.3 An individual has the right to get a copy of the information that we hold about them. This is called a Subject Access Request (SAR). They can request a copy of personal information in writing to Brockenhurst Village Trust, The Village Hall, Highwood Road, Brockenhurst, SO42 7RY.

They should include their full name, address and contact telephone number and details of the specific information they require, including any relevant dates. They will need to supply proof of identification, and address. We will respond to their request within thirty days from receipt as required by GDPR.

This service is free of charge, however we will be allowed to charge for our reasonable administrative costs if the request is clearly unfounded or excessive.

8. From time to time circumstances may require additional measures and policy to be put in place. An example is the NHS regulations extant in 2020, and detailed in Appendix Two.

**9. Useful information**

9.1 If there are have any questions about this Privacy Statement, or wish to be removed from any communications or data processing activities please email [trust@brockenhurstvillage.org.uk](mailto:trust@brockenhurstvillage.org.uk)

9.2 This document has been written in conjunction with 'Data Protection for Village Halls and Community Buildings – A preliminary Guide' published by ACRE (Action with Communities in Rural England) in January 2018.

October 2020.

## Appendix One. Brockenhurst Village Hall Record Retention and Disposal Schedule (October 2020)

### Strategic and Operational Management

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
Trust Agendas	Yes, if dealing with confidential issues relating to staff	Retain one copy with master set of minutes. Date of meeting + 3 years	SECURE DISPOSAL	Trust Secretary
Trust Minutes - Principal set (signed) - website/dropbox copies	Yes, if dealing with confidential issues – eg staff, property, commercial	PERMANENT  Date of meeting + 3 years	SECURE DISPOSAL	Trust Secretary
Attachments to Agenda - Principal set (signed) - website/dropbox copies	Yes, if dealing with confidential issues – eg staff, property, commercial	PERMANENT  Date of meeting + 3 years	SECURE DISPOSAL	Trust Secretary
Complaints Files/Court Cases	Yes	Date of Resolution + 6 years	SECURE DISPOSAL + review for further retention	Trust Secretary
Village Hall Management Committee Agendas		Date of meeting + minimum 3 years		Hall Manager
Village Hall Management Committee Minutes		Date of meeting + minimum 6 years		Hall Manager

### Operational Staff Management

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
Staff Personal Files	Yes	Termination + 6 years	SECURE DISPOSAL	Staff Trustee
Timesheets & sick pay	Yes	Current Year + 6	SECURE DISPOSAL	Hall Manager
Annual Appraisal	Yes	Current Year + 5	SECURE DISPOSAL	Staff Trustee

### Property Management

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
Title Deeds of Property	No	Permanent		SECRETARY
Plans of Property	No	Permanent		Hall Manager
Records relating to letting of premises	No	Current year + 6 or permanent if relating to formal leases/licences	SECURE DISPOSAL	Hall Manager/Trust Secretary

### Property Maintenance

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
All Maintenance Records	No	Current year + 6	SECURE DISPOSAL	Hall Manager

### Risk Management and Asset Management

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
Employer's Liability Cert	No	Closure of Hall + 40 Years	SECURE DISPOSAL	Office Administrator

Controlled Waste (PHS)	No	Expiry date + 2 years	SECURE DISPOSAL	Office Administrator
SUEZ Waste Disposal Cert	No	Expiry date + 4 years	SECURE DISPOSAL	Office Administrator
Inventories of equipment & furniture	No	Current year + 6	SECURE DISPOSAL	Hall Manager
Burglary, Theft & Vandalism report forms	No	Current year + 6	SECURE DISPOSAL	Hall Manager

### Health and Safety

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
H & S Policy Statements	No	Life of Policy + 1	SECURE DISPOSAL	Hall Manager
H & S Risk Assessments	No	Life of Assessment + 3	SECURE DISPOSAL	Hall Manager
Records relating to accident/injury	Yes	Date of Accident + 12 or more for serious accidents	SECURE DISPOSAL	Hall Manager
Contract Management eg SUEZ/PHS	No	Last payment on contract + 6 years	SECURE DISPOSAL	Hall Manager

### Financial Management

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
Annual Accounts	No	PERMANENT		Treasurer
Annual budget + papers	No	Current year + 3	SECURE DISPOSAL	Treasurer
Invoices + receipts	No	Current year + 6	Standard Disposal	Office Administrator
Bank Books	No	Current year + 6	Standard Disposal	Office Administrator
Bank Statements	No	Current year + 6	Standard Disposal	Office Administrator
Payroll Records	No	Current tax year + 6	SECURE DISPOSAL	Office Administrator

Gift Aid Claims	Yes	Accounting period + 6	SECURE DISPOSAL	Office Administrator
Petty Cash Receipts	Yes	Current year + 3	SECURE DISPOSAL	Office Administrator

### Bookings, Marketing and General Correspondence

File Description	Data Protection Issues	Retention Period	Action at expiry	Responsibility
Booking Information	Yes	No more than 10 years	SECURE DISPOSAL	Hall Manager
PAYPAL ticket information	Yes		SECURE DISPOSAL	Hall Manager
What's On mailing list	Yes	Current year + 6	SECURE DISPOSAL	Hall Manager
Questionnaires and surveys	Yes	Current year + 10	SECURE DISPOSAL	Hall Manager
MUGA reports	Yes	Current year + 6		
Hall Letters (in Dropbox)	Yes	Current year + 6		
Trust Letters (in Dropbox)	Yes	Current year + 6		

The UK has adopted the **General Data Protection Regulation** (GDPR) as a legal framework that sets guidelines for the collection and processing of personal information from individuals (who live in the European Union (EU)).

**Remember: Individuals are personally responsible at all times for the information in their care.**

## **Appendix Two. Recording customer details: how we use your information (NHS/COVID 19 regulations)**

To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have been mandated by law to collect and keep a limited record of staff, customers and visitors who come onto our premises for the purpose of contact tracing.

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

As a customer/visitor of Brockenhurst Village Trust you will be asked to provide some basic information and contact details. The following information will be collected:

- the names of all customers or visitors, or if it is a group of people, the name of one member of the group
- a contact phone number for each customer or visitor, or for the lead member of a group of people
- date of visit and arrival time and departure time

The venue/establishment as the data controllers for the collection of your personal data, will be responsible for compliance with data protection legislation for the period of time it holds the information. When that information is requested by the NHS Test and Trace service, the service would at this point be responsible for compliance with data protection legislation for that period of time.

The NHS Test and Trace service as part of safeguarding your personal data, has in place technical, organisational and administrative security measures to protect your personal information that it receives from the venue/establishment, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

In addition, if you only interact with one member of staff during your visit, the name of the assigned staff member will be recorded alongside your information.

NHS Test and Trace have asked us to retain this information for 21 days from the date of your visit, to enable contact tracing to be carried out by NHS Test and Trace during that period. We will only share information with NHS Test and Trace if it is specifically requested by them.

For example, if another customer at the venue reported symptoms and subsequently tested positive, NHS Test and Trace can request the log of customer details for a particular time period (for example, this may be all customers who visited on a particular day or time-band, or over a 2-day period).

We will require you to complete a form on arrival.

Under government guidance, the information we collect may include information which we would not ordinarily collect from you and which we therefore collect only for the purpose of contact tracing. Information of this type will not be used for other purposes, and NHS Test and Trace will not disclose this information to any third party unless required to do so by law (for example, as a result of receiving a court order). In addition, where the information is only collected for the purpose of contact tracing, it will be destroyed by us 21 days after the date of your visit.

However, the government guidance may also cover information that we would usually collect and hold onto as part of our ordinary dealings with you (perhaps, for example, your name and phone number). Where this is the case, this information only will continue to be held after 21 days and we will use it as we usually would, unless and until you tell us not to.

Your information will always be stored and used in compliance with the relevant data protection legislation.

The use of your information is covered by the General Data Protection Regulations Article 6 (1) (c) – a legal obligation to which we as a venue/establishment are subject to. The legal obligation to which we're subject, means that we're mandated by law, by a set of new regulations from the government, to co-operate with the NHS Test and Trace service, in order to help maintain a safe operating environment and to help fight any local outbreak of corona virus.

Access to customer information is strictly controlled. It is held in the UK and the processes are EU and GDPR compliant.

By law, you have a number of rights as a data subject, such as the right to be informed, the right to access information held about you and the right to rectification of any inaccurate data that we hold about you.

You have the right to request that we erase personal data about you that we hold (although this is not an absolute right).

You have the right to request that we restrict processing of personal data about you that we hold in certain circumstances.

You have the right to object to processing of personal data about you on grounds relating to your particular situation (also again this right is not absolute).

If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is [www.ico.org.uk](http://www.ico.org.uk).

Brockenhurst Village Trust Data Protection Officer details: Hall Manager. Email: [events@brockenhurstvillage.org.uk](mailto:events@brockenhurstvillage.org.uk).

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on [www.brockenhurstvillage.org.uk](http://www.brockenhurstvillage.org.uk). This privacy notice was last updated on 24 September 2020.

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