



Privacy Policy

Alderholt Village Hall (AVH) is an independent voluntary organisation. This privacy policy will explain how our organization uses the personal data we collect from you when you use our website or engage in activities in the Hall premises.

What data do we collect?

AVH may collect data from users of the Hall or our website for the purpose of contact which includes the following data:

- Personal identification information (Name, email address, phone number, etc.)
- The reason for use of the Hall premises, dates and time used.

How do we collect your data?

You directly provide AVH with most of the data we collect. We collect data and process data when you:

- Register online or make a booking for use of the Hall or services, or book to attend an event held in the Hall.
- 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.

AVH may also receive your data indirectly from the following sources:

- Online booking services for events held in the Hall.

How will we use your data?

AVH collects your data so that we can:

- Process your booking and manage your account.
- Email you with advice of other events and services we think you might like.

If you agree, AVH may share your data with partner companies involved in organising events so that they may offer you their products and services.

- Artsreach.

When AVH processes your booking, it 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?

AVH securely stores your data electronically on computers used by Committee members. The information we hold will not be disseminated to other organisations.

AVH will keep data relating to individual bookings for a period of 12 months. Once this time period has expired, we will delete your data by removal from electronic storage.

AVH will keep data relating to regular bookings for a period of 12 months after you advise that the regular bookings will cease. Once this time period has expired, we will delete your data by removal from electronic storage.

Marketing

AVH would like to send you information about products and services which we think you might like, as well as those offered by partner companies.

- Artsreach.

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 AVH from contacting you for marketing purposes or giving your data to partner companies.

If you no longer wish to be contacted for marketing purposes, please advise the Management Committee Secretary at Secretary@alderholtvillagehall.org.uk.

What are your data protection rights?

AVH would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request AVH for copies of your personal data. We may charge you a small fee for this service.

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

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

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

The right to object to processing – You have the right to object to AVH's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that AVH transfer the data that we have collected to another organization, 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 at our email:

Secretary@alderholtvillagehall.org.uk

Or write to us at:

The Secretary, AVH Management Committee, Alderholt Village Hall, 1 Station Road, Alderholt, Fordingbridge, SP6 3RB.

Cookies

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 allaboutcookies.org.

How do we use cookies?

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

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – AVH uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – AVH uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on 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. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The AVH website contains links to 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

AVH keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 3 May 2020.

How to contact us

If you have any questions about AVH's 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.

Email us at:

Secretary@alderholtvillagehall.org.uk

Or write to us at:

The Secretary, AVH Management Committee, Alderholt Village Hall, 1 Station Road, Alderholt, Fordingbridge, SP6 3RB.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: via live chat at <https://ico.org.uk/global/contact-us/>

Call at: 0303 123 1113

Review date: July 2022