

Privacy Policy

Abbeydale Sports & Community Centre

This policy sets out how Abbeydale Sports & Community Centre uses and protects any personal information that you give when you contact the centre. The personal information you provide will only be used in accordance with this privacy policy.

PERSONAL INFORMATION

We collect the following personal information when you contact us with an enquiry regarding the centre, and/or when you wish to hire the community centre facilities.

- Full name
- Role and organisation (if applicable)
- Contact information (postal address, telephone number(s), email address)

OUR BASIS FOR HOLDING YOUR PERSONAL INFORMATION

We collect and use your personal information to communicate with you about information or matters concerning the community centre. We hold and use your personal information on the basis that this is in the legitimate interests of both you and the centre.

If you hire the community centre facilities, we use your personal information to arrange and manage that hire. We hold and use your personal information on the basis that it is necessary for the hire agreement (contract).

If you are involved or interested in the centre's operation, and we have asked permission to hold or use your data, we do so to communicate with you about your interest in the community centre. We hold and use your personal details based on your consent.

RETENTION OF YOUR PERSONAL INFORMATION

If you contact us with an enquiry we hold your personal information for as long as it takes to provide you with any relevant information and up to a maximum of 24 months.

If you hire facilities at the community centre, we hold your personal information until the duration of your hire time is finished and all associated administrative processes, such as

settlement of hire and deposit payments, are complete and up to a maximum of 24 months, or as required by law.

All financial information, such as bank details, is deleted immediately after use.

If you have an interest in the community centre and you wish to be kept informed about the centre's operation, we will hold and use your personal information for this purpose until we are informed by you that your interest has finished, and you ask us to remove your personal information from our records.

If we wish to retain your personal data for a longer period than the circumstances described, we will explain why we want to do this, and seek your permission to do so.

CONTROLLING YOUR PERSONAL INFORMATION

Your personal information will be used only by the community centre. If you request information regarding catering, your name and contact details may be shared with the centre's Café Bar Manager (ACA Enterprises Ltd), to provide the services requested by you or your representatives.

We will not share your personal information for financial gain. We will not share it with others, unless we seek your permission, or are required by law to do so.

You have the right to access a copy of the personal information we hold for you, to correct it, or to limit our use of it, or to ask us to remove it from our records. To withdraw your permission for us to hold and use it, please write to:

The Secretary, Abbeydale Sports & Community Centre, Glevum Way, Abbeydale, Gloucester, GL4 4BL. admin@abbeydale.org.uk 01452 301492.

COMPLIANCE

Abbeydale Sports & Community Centre complies with the General Data Protection Regulation (GDPR) (EU) 2016/679.

You have the right to complain to a supervisory authority, such as the Information Commissioner's Office, about how your personal information is held or used: If you need to make a complaint you can write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5A4, or telephone: 0303 123 1113

SECURITY

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, suitable physical, electronic and managerial procedures have been put in place to safeguard and secure the information we collect.

OUR WEBSITE

Our website provides a summary of the facilities for hire and information that visitors may find helpful. There are links to other websites of interest. If you use these links to leave our site, you should note that we do not have any control over that other website and such sites are not governed by this privacy policy.

POLICY CHANGES.

Please check this page from time to time to ensure that you are happy with any changes.

The current policy is effective from 25 May 2018.

ABOUT US

Abbeydale Sports & Community Centre is owned and operated by Abbeydale Community Association (ACA). ACA is a Charitable Incorporated Organisation (CIO) Charity Registration Number 1159454.

ACA Enterprises Ltd is a separate trading company that operates the Phoenix Café Bar. This subsidiary company is wholly owned by Abbeydale Community Association and its registered office is Abbeydale Sports & Community Centre.

HOW TO CONTACT US

If you have any questions or wish to contact us about our privacy policy, please write to:

The Secretary, Abbeydale Sports & Community Centre, Glevum Way, Abbeydale, Gloucester, GL4 4BL. admin@abbeydale.org.uk 01452 301492.