



Privacy policy for Woodham Walter Village Hall

The website for Woodham Walter Village Hall is provided by LemonBooking.

LemonBooking is committed to protecting the privacy of all customers and visitors to this website. Their Privacy Policy outlines what information is collected from visitors to this site and customers of Woodham Walter Village Hall and can be found in full on their website here: <https://lemonbooking.com/privacy/>

Website visitors

LemonBooking gathers various pieces of non-personal information from all visitors to this site, such as approximate location, duration of visit, pages visited, type of browser and number of repeat visits. This data is gathered to provide broad geographic visitor information, improve the service, monitor traffic & usage patterns and for other general business purposes.

They use AWS (Amazon Web Services) and Fathom Analytics to collect and store this information and Fathom will also hold a copy of this information anonymously. Fathom Analytics does not use cookies to track visitors to this website. You can view Fathom's privacy policy and other documents here: <https://usefathom.com/privacy>

Google Analytics

Woodham Walter Village Hall is also using Google Analytics to analyse traffic to the website. This data is collected to support search engine optimisation efforts, provide geographic visitor information, improve the service, monitor traffic & usage patterns and for other general business purposes.

Customers of Woodham Walter Village Hall

When you make a booking request you will be asked to provide your full name, your email address and your billing address. Your name will be used as an identifier to keep your bookings, invoices and payments separate from those of other customers. Your email address will be used to send you important information about your booking and the venue as a whole. You may also opt in to receive marketing emails if you wish. Your billing address will be included on any invoices that are issued for your bookings.

If you have a phone number associated with your profile, Woodham Walter Village Hall may contact you directly if an urgent situation occurs which may affect the availability of your booking.

If you choose to add your bank account details to your profile, Woodham Walter Village Hall can quickly provide refunds and/or return deposits as appropriate. You can still receive refunds and/or returned deposits if you do not enter your bank details in your profile. Contact the venue for more information.

Users' rights

You can, at any time, ask for a copy of the data that LemonBooking and/or Woodham Walter Village Hall holds about you. This information will be provided in an electronic, human-readable format. You can also request that your personal data be deleted at any time. In both cases, you will receive a response within ten working days.

All customers also have access to a user profile so they can update their own details.

Storage of your data

All customer data is stored in data centres in the UK.

Third parties

The following third parties provide hardware, software and online services that power this website. Your personal data will not be shared with any other public organisations / companies unless we are required to do so by law.

Amazon Web Services (AWS)

Google Cloud Services

Filestack

Stripe

SumUp

FreeAgent

Information Commissioner's Office (ICO)

LemonBooking is owned by Tectonic Software which is registered with the ICO.

Certificate reference: ZB547878

Other websites

Our website contains some links to other websites and services. Please be sure to also read the privacy policies of any websites you visit from links on this website as we cannot be responsible for the privacy practices or the content of these websites and services.

100 Club Website Users and Subscribers

Last updated: October 2026

Woodham Walter Village Hall's 100 Club runs on a management system separate from the LemonBooking facility system. It is hosted in Microsoft Azure in a UK data centre. Woodham Walter Village Hall (registered charity no. 1198220) is the data controller for this information.

What we collect

When you join the 100 Club we collect your full name, email address and contact phone number. We also record your allocated number(s), your payment status and method (card or cash) and the dates of your subscription. We do not receive or store your card details. If you pay by bank transfer, we also receive your name, sort code, account number and payment reference as they appear on our bank statement.

How we use it, and why

- *To run your subscription and the monthly draws* (allocating numbers, running draws, confirming payment, sending renewal details). This is necessary to fulfil your subscription.
- *To tell you about prizes.* We email you first. We will only phone you if we can't reach you by email and need to contact you about something important, such as a prize. This is in our legitimate interest in making sure prizes reach winners.
- *Marketing.* We only send marketing emails if you have opted in, and you can withdraw consent at any time.
- *Publishing winners.* Winning numbers are announced on the Woodham Walter Village Hall website, on social media, on the physical noticeboard and in the Parish magazine. A winner's name is only published if you agreed to this when you signed up, on the paper form or the website. You can withdraw that agreement at any time by contacting us, and we will stop publishing your name from then on. We can't recall anything already printed or posted.

Payments

Online card payments are processed by SumUp, which is responsible for the card data it collects (see its privacy policy: <https://help.sumup.com/en-GB/articles/2MrnASQDdzJMkFMUnK7BFL-gdpr-data-protection>). If you pay by bank transfer (BACS), the payment goes directly into the Village Hall's account with NatWest, which is responsible for its own handling of your banking information (see NatWest's privacy notice at natwest.com). We use your

payment reference to match the payment to your subscription. If you pay in cash, we record that payment against your subscription.

Who we share it with

We use Microsoft (Azure hosting and email delivery via Exchange Online) to store and send information on our behalf. Apart from winners' names where you have agreed to publication (see above), we do not sell your data or share it with anyone else unless required by law.

Our bank (NatWest) holds payment information as part of providing our account. Bank statements are only accessed by the treasurer and authorised trustees and an independent examiner as part of the annual charity return process.

How long we keep it

We keep your details while your subscription is active and for 12 months after it ends so that we can handle renewals and queries. Bank statements and payment records are kept for 6 years for charity accounting purposes.

Your rights

You can ask us to give you a copy of your data, correct it, delete it, restrict or object to its use, or move it to another provider. We will respond within one month. Contact us at trustees@wwwh.co.uk. If you are unhappy with how we've handled your data, you can complain to the Information Commissioner's Office (ico.org.uk).

Cookies

Our 100 Club sign-up and management pages do not use cookies or analytics. Payments are completed on SumUp's pages, which may set their own cookies; see SumUp's privacy policy above.

ICO registration

Woodham Walter Village Hall is a registered charity (no. 1198220) and is registered with the ICO. Certificate reference: ZB868897.