

Micklefield Community Centre

GDPR & Privacy Policy

Revision: 0

Effective Date: 06 Aug 2026

Review Date: 06 Aug 2027

1. Policy Statement

Micklefield Community Centre ("the Centre") is committed to protecting the privacy and personal information of everyone who uses our facilities.

We process personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. We will always ensure that personal information is handled lawfully, fairly and securely.

2. Purpose

This policy explains:

- What personal information we collect.
 - Why we collect it.
 - How we use it.
 - How long we keep it.
 - Your rights regarding your personal information.
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3. Information We Collect

Depending on the service you use, we may collect:

Personal Information

- Full name
- Postal address
- Telephone number
- Email address
- Emergency contact details
- Organisation or business name (where applicable)

Booking Information

- Event date and time
- Type of event

- Number of attendees
- Room(s) booked
- Payment information
- Special requirements

Financial Information

Payments are processed securely. We do not retain full debit or credit card details.

4. Why We Collect Your Information

We collect personal information in order to:

- Process venue bookings.
 - Communicate with customers.
 - Manage payments and invoices.
 - Respond to enquiries.
 - Meet our legal obligations.
 - Protect the Centre against fraud or misuse.
 - Maintain health and safety records where required.
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5. Legal Basis for Processing

We process personal information under one or more of the following lawful bases:

- Performance of a contract.
 - Compliance with legal obligations.
 - Legitimate interests.
 - Consent (where applicable).
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6. How We Store Your Information

We take appropriate technical and organisational measures to keep personal information secure.

Information may be stored:

- Electronically on password-protected systems.
- In locked filing cabinets where paper records are maintained.

Access is restricted to authorised personnel only.

7. Data Retention

We only keep personal information for as long as necessary.

Typical retention periods include:

Record	Retention Period
Venue booking records	7 years
Financial records	7 years
Customer enquiries	Up to 2 years
Incident reports	Up to 7 years or longer where legally required

Records are securely destroyed when no longer required.

8. Sharing Your Information

We do not sell personal information.

Information may be shared only where necessary with:

- Payment providers.
- Accountants or auditors.
- Insurance providers.
- Emergency services.
- Law enforcement agencies where required by law.

All third parties are expected to protect personal information appropriately.

9. CCTV

Where CCTV is in operation, it is used solely for:

- Crime prevention.
- Public safety.
- Protection of Centre property.

Recordings are accessed only by authorised persons and retained only for as long as necessary.

10. Your Rights

Under UK GDPR you have the right to:

- Access your personal information.
- Request correction of inaccurate information.
- Request deletion of your information where appropriate.
- Restrict processing.
- Object to certain processing activities.
- Request transfer of your data where applicable.
- Withdraw consent where processing is based on consent.

Requests should be submitted in writing.

11. Security

We are committed to protecting personal information by:

- Using secure passwords.
 - Limiting staff access.
 - Keeping software updated.
 - Storing paper records securely.
 - Disposing of confidential documents safely.
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12. Cookies and Website

If the Centre operates a website, cookies may be used to improve functionality and monitor website performance.

Visitors will be informed where cookies are used.

13. Data Breaches

Any suspected data breach will be investigated promptly.

Where required by law, serious breaches will be reported to the UK Information Commissioner's Office (ICO) within the required timescales.

14. Contact

For any questions regarding this policy or your personal information, please contact:

Micklefield Community Centre

Email: info@micklefield-community-centre.co.uk

Telephone: [01494 462912](tel:01494462912)

Address: **Centre Approach, Micklefield Road**
High Wycombe
HP13 7FY

15. Complaints

If you are unhappy with how we handle your personal information, please contact us first so we can investigate.

You also have the right to complain to:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

Policy Review

This policy will be reviewed annually or sooner if legislation changes.

Version	Date	Approved By
0	06 Aug 2026	