



Barnstondale Centre Privacy Notice

Who We Are

Barnstondale Centre (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Barnstondale Centre's registered office is at **Storeton Lane, Wirral** and we are a charity registered in England and Wales under charity number **1087502**. We are registered on the Information Commissioner's Office Register; registration number **Z1352997**, and act as the **data controller** when processing your data. Our designated Appointed Person is **George Jones**, who can be contacted at **Barnstondale Centre, Storeton Lane, Wirral, CH61 1BX**.

Information That We Collect

Barnstondale Centre processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect may include: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- Special Category Data (*i.e. health/medical information, details about religion, sexuality etc*)

We collect information in the below ways: -

Online forms, emails sent and received, booking forms, phone message forms, CV's, letters, job applications, DBS checks, invoicing, accident book records, feedback forms and supplementary information.

How We Use Your Personal Data

Barnstondale Centre takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have



consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time.

We use your personal data to provide to you a service that you or an organization that you are representing have booked with Barnstondale Centre, to contact you with relevant information, to process any job application that you have made, and to fulfill our legal obligations.

Your Rights

You have the right to access any personal information that **Barnstondale Centre** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Safeguarding Measures

Barnstondale Centre takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including:** -



Restricting access to office buildings, data restriction and encryption, physical computer security and secure data destruction.

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. **Barnstondale Centre** does not transfer or store any personal data outside the EU.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to **Barnstondale Centre**, however, as this information is required for us to provide you with our services we will not be able to offer all our services without it.

Legitimate Interests

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for processing the names and email addresses of those who have provided them to us at shows targeted at those with additional needs and have identified that our interests are to inform individuals who are vulnerable, have additional needs or represent or care for those who are vulnerable or have additional needs and who have previously expressed an interest in the services that Barnstondale Centre offers of what we can offer to them.

How Long We Keep Your Data

Barnstondale Centre only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.



Special Categories Data

Owing to the services that we offer, **Barnstonedale Centre** sometimes needs to process sensitive personal information (*known as special category data*) about you, to ensure that you or those that you represent have all that is necessary for any additional needs. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

Where we rely on your consent for processing special category data, we will obtain your explicit consent through a signature. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

If you consent to us collecting and using your special category data for the purposes stated above, please sign below and print your name: -

Signature _____ **Print Name:** _____

Marketing

Occasionally, **Barnstonedale Centre** would like to contact you with the information about the services that we provide and promotions regarding these. If you consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting **Barnstonedale Centre** directly.

If you **consent** to us contacting you with the above-mentioned marketing and offers, please tick to say how you would like to be contacted: -

Post Email Telephone Text Message (SMS) Automated Call

LEGITMIATE INTERESTS

Barnstonedale Centre will occasionally send you information about our services, our promotions or news about the centre by email and/or post that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

If you would prefer **not** to receive above-mentioned marketing and offers, please tick below:
-I wish to opt-out of marketing



Lodging A Complaint

Barnstondale Centre only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

**Barnstondale Centre
Centre Manager
Storeton Lane
Wirral
CH61 1BX**

0151 648 1412

info@barnstondale.org

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
Fax: 01625 524 510