



Eastleigh Youth & Community Trust Privacy Notice for Customers

Person responsible for Data Control:

General Manager, Eastleigh Youth & Community Trust

Who we are

The Pavilion on the Park is managed by Eastleigh Youth & Community Trust (registered charity 1154430) on behalf of Eastleigh Borough Council. The Pavilion on the Park is a community centre, with halls and rooms to hire, a not-for-profit café, and delivers programs of activities for children, families, people with disabilities, and older people.

The personal data we may collect

When you engage with Eastleigh Youth & Community Trust as a hirer or participant, we collect your information. To help us deliver the services you request, we will keep information which identifies you, such personal information could include: your name, address, phone number, email address, booking history, gender, date of birth, job information, contact preferences and access requirements. These interactions may occur online, in person or over the phone.

We may also keep sensitive information such as bank account details in order to make refunds – please note we do not save these details.

How and why we collect and process your personal information

We only collect data that is necessary to our business. We collect and process your information to carry out our business, provide a service and/or carry out a contract for you, when we have your consent, where we have legitimate interest and/or when we have a legal obligation to do so.

We do this in the following ways, when you:

- Make a booking for hire or catering
- Make a booking for an activity
- Make a donation
- Visit our website: www.paviliononthepark.org
- Sign up to our mailing list
- Participate in a workshop or project
- Attend a fundraising event or take a complimentary ticket to an activity
- Give us your access requirements
- Sign up to use our Wifi
- Enter competitions
- We also collect data via publicly available information such as: Google, Companies House, publicly available social media sites for example LinkedIn

This is not an exhaustive list and we may retain different types of information for different individuals based on the service we are providing.

How we use and process your data

- To fulfil bookings and requests.
- Via email for marketing and fundraising campaigns, with your consent.
- To contact you about important information about your booking.
- Participants data used on class registers/emergency contact sheets.
- For research and statistical analysis.
- We use HallMaster to process our bookings, and to report on your order history, and to show trends in sales patterns. We include an opt out in all email communications from HallMaster, please click the 'unsubscribe' link at the foot of the email at any time.
<https://www.hallmaster.co.uk/docs/hallmaster-privacy-policy.pdf>
- We use MailChimp to send email newsletters and keep in touch via email. We include an opt out in all email communications from MailChimp, please click the 'unsubscribe' link at the foot of the email at any time.
<https://www.intuit.com/privacy/statement/>
- We use CCTV recording equipment in and around our venues for monitoring and security purposes.
- To detect and reduce fraud and credit risk.
- We may use other similar services provided by other parties, but which do not adversely affect your rights on the terms of this notice.

The information we collect through your use of our website

We collect information or data about you when you visit www.paviliononthepark.org, and <https://www.sensory4all.org/> or browse our website anonymously. This includes:

- Your IP address, and details of which version of web browser you used
- Information on how you use the site, using cookies and page tagging techniques to help us improve the website
- Details to allow you to access our services, for example an email address (you'll always be told when this information is being collected, and it will only be used for the purpose you provide it for)

This helps us to:

- Respond to any feedback you send us, if you have asked us to
- Improve the site by monitoring how you use it
- To provide insight to enable us to deliver our business

Social Media and Digital Platforms

Depending on your settings or the privacy policies for social media services like Facebook, Instagram or Twitter, you may give us permission to access information from those accounts or services, such as your behaviour on these services and across our site.

Eastleigh Youth & Community Trust is not responsible for the privacy notices and practices of other websites even if accessed using links from www.paviliononthepark.org. We recommend that you check the policy of each website you visit and contact its owner or if you have any concerns or questions.

We may use other similar services provided by other parties, but which do not adversely affect your rights on the terms of this notice. Transmitting information over the internet is generally not completely secure, and Eastleigh Youth & Community Trust cannot guarantee the security of your data.

Website Cookies

Our website uses something called cookies. A cookie is a small text file of letters and numbers that gets put onto your computer or device when you visit a website. This allows the site to distinguish you from other users.

A cookie isn't a computer program it can't read files on your computer or device or carry viruses and it can't install malware. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

When and why we may share your personal information to other organisations

Eastleigh Youth & Community Trust will never sell, rent or trade your personal data with any third parties. We will only share your data with third parties with your consent. We will ask for your consent to share personal information with organisations. These requests will be specific to the individual organisation so that your consent decision is informed.

We use a number of data processors in order to help us provide the services you request. These organisations are obligated to act on our instruction in relation to their use of your personal data and do not have any control over your data in their own right. We make sure anyone who provides a service for Eastleigh Youth & Community Trust enters into an agreement with us and meets our standards for data security. They will not use your data for anything other than the clearly defined purpose relating to the service that they are providing.

Keeping your data secure

We store your personal data securely using suitable physical, electronic and managerial procedures to safeguard and secure customer data and personal information. We will ensure that any third parties we use for processing your personal data do the same. We limit internal access to your personal data to only those who require it and provide all our staff with Data Protection and Information Security training. We ensure that high standards of security and protection are met by abiding by our Data Protection Policies and Procedures, and these are governed by the Executive Director and the Board of Trustees.

All our staff are required to protect your information and inform you of how your information will be used. This includes, in most circumstances, allowing you to decide if and how your information can be shared. Information provided in

confidence will only be used for the purposes advised and consented to by the service user, unless it is required or permitted by the law.

We will only retain information for as long as necessary. We are bound by law to retain certain financial records, and these circumstances override our other retention periods.

We will run an annual data audit to ensure we are only using active data. You can withdraw your consent at any time.

We make every effort to keep your personal data secure, accurate and up to date. If you become aware of errors or inaccuracies or for more information on the data we may hold, please email info@paviliononthepark.org or call 02380 612710

Access to your information, your rights and choices

You have the right to see the information that Eastleigh Youth & Community Trust holds about you, and why we hold it. You also have the right to rectify any inaccurate information we hold about you. Requests must be made in writing (not verbally).

There is no fee for Subject Access Requests. You will need to provide:

- Full name, address, email address, phone number, so that your identity can be verified against our records and your information located
- Copy of Photographic ID
- An indication of what information you are requesting to enable us to locate this in an efficient manner

A request for information must be made to the appropriate person:

General Manager, Eastleigh Youth & Community Trust

generalmanager@paviliononthepark.org

You have the right to complain to the Information Commissioner's Office if we have not been able to satisfactorily resolve a problem about the handling of your personal information:

www.ico.org.uk

Further information on data protection regulations and laws can be found here:

Data Protection <https://ico.org.uk/for-the-public>

Fundraising regulator:

<https://www.fundraisingregulator.org.uk/code-of-fundraising-practice/code-of-fundraising-practice/>

Contact Us

Please address all written correspondence to the following address:

Eastleigh Youth & Community Trust, The Pavilion on the Park, Kingfisher Road
Eastleigh, Hampshire, SO50 9LH.

Email: info@paviliononthepark.org

You can change your contact preferences at any time by contacting us:

info@paviliononthepark.org, 02380 612710,

or visit www.paviliononthepark.org