



Clements Hall Privacy Policy: Users

This privacy policy sets out how Clements Hall uses and protects any personal data that you give to Clements Hall.

Clements Hall is committed to ensuring that your privacy is protected. Should we ask you to provide personal data, you can be assured that it will only be used in accordance with this privacy policy.

Clements Hall may change this policy occasionally by updating this page and this policy is effective from May 2018.

What we collect:

Hirers and Office Tenants:

- We collect: name, contact information including email address, postal address and phone number
- We use this information only in regard to the hire contract we have with you
- We do not pass on the information to third parties unless we have gained your consent to do so
- We only contact you only regarding matters concerning your hire activities/ contract
- We do not contact you about any other events or activities, unless we have gained your consent to do so
- We store this data for as long as you have a hire contract with us. Once your booking/contract has finished, we keep details and correspondence relating to bookings for one year and then delete them. Invoicing details are kept for as long as required by HMRC. Customer contact details will be deleted after one year, if there is no repeat booking.

Volunteers and participants at funded activities (GEM):

- We record contact details: email number, phone number and address; demographic information such as postcode, preferences and interests; records of volunteer hours you've given; records of events you've attended; records of donations you have made to Clements Hall; emergency contact details
- We will only contact you by email or phone regarding your volunteering/ participation at events at Clements Hall
- We may also need to collect the following information in order to report back to funders regarding the demographics of project participants: date of birth; gender; ethnicity; disability. We will only collect the data required by funders and we will obtain your consent for this. The information will only be used to fulfil funding requirements and will not be passed on to any other parties.

Members

- We record contact details: email number, phone number and address
- We will only contact you by email or phone regarding your membership/ members' activities at Clements Hall
- We will send you a Members' newsletter 3 times a year
- We do not pass this information on to any other parties unless we have obtained your consent

Why we collect your personal data:

We require this information to enable us to contact you for the following reasons:

- To fulfil a contract (hirers, office tenants)
- To fulfil membership obligations (members)
- To inform you of any changes to or cancellation of an event
- To inform you of any changes to arrangements within the building
- To inform you about volunteering opportunities (volunteers)
- To fulfil grant funders requirement to collect diversity and equality information (volunteers, participants at GEM)

We will only contact you according to your contact preferences, and will only use your data for the purposes it was collected for.

Data will be kept for one year from the end of membership or last volunteer session/ last event attended. In cases where funders require us to keep project participant details for a longer length of time, consent to do so will be gained from participants.

Security

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

We will not sell, distribute or lease your personal information to third parties unless we have your permission, are required to send it to relevant funders, or are required by law to do so.

You may request details of personal information which we hold about you and if you would like a copy of the information held on you please write to Clements Hall Trust, Nunthorpe Road, York, YO23 1BW, United Kingdom.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect