Privacy – GDPR Policy 2026

Introduction
Hesketh Bank Community Centre (HBCC) seeks to provide a work environment in which all employees and volunteers are treated with consideration, respect and dignity. This policy has been developed to ensure that everyone knows the behaviour expected of them; what is not acceptable; what support is available for any concerns relating to personal data and GDPR regulations including how to make an informal or formal complaint.

This policy applies to all employees, volunteers, service users, Trustees, stakeholders and business partners.

HBCC understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers, employee, volunteers, service users, Trustees, stakeholders, business partners and website/social media visitors and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

This policy explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

What is personal data?
Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

What are your rights?
Under the GDPR, you have the following rights, which we will always work to uphold:

· The right to be informed about our collection and use of your personal data.
This Policy should tell you everything you need to know, but you can always contact us to find out more.
· The right to access the personal data we hold about you.
· The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
· The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any and all of your personal data that we hold.
· The right to restrict (i.e. prevent) the processing of your personal data.
· The right to object to us using your personal data for a particular purpose or purposes.

Further information about your rights can also be obtained from the Information Commissioner's Office (ICO) or your local Citizens Advice Bureau (CAB).

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with us directly or via the Information Commissioner's Office.

Sharing your information

To deliver our services effectively, HBCC may need to share certain information about you with:

· Funding Agencies
· Charities Commission
· Local Authorities

These organisations will also usually become controllers of your data and will therefore have their own privacy notices, and are subject to the same GDPR rules.

We will not share your personal information with any third party without your permission.

Storing and retaining your information

Your information will be stored either electronically or in paper-based form.

Information derived from contracts with our customers and other information about you is stored electronically either locally at centre or securely at a data centre based in the European Economic Area ('EEA'). Those data centres may use IT support based outside of the EEA and, as a consequence, data transfers outside the EEA are possible.

HBCC data storage

At HBCC we hold data relating to our centre users, employees, volunteers, stakeholders and business partners. Information collected is stored securely using the following secure data systems:

- Hirer and Finance information are held on an online system called 'Wave'.
- Personnel and contact information is held on Excel data files in the HBCC secure cloud.
- Centre user information (mailing list) is held on Excel data files in the HBCC secure cloud.

Each platform is secure, backed up and accessible by authorised personnel only.

Where data is transferred for support purposes it is protected by the EU approved model clauses.

We won't keep your personal data for any longer than is necessary in respect of the reason(s) for which it was first collected. If you are a 'hirer' with HBCC, we retain personal information for the period required by the lease agreement.

If you are a customer, trader or other contractor:

· Where you have opted in to receive communications from us, we shall retain the details you have provided for so long as you remain an active subscriber (i.e. you have not unsubscribed);

· Where you have contacted us to enquire about our products and services, we shall retain your contact details for a minimum period of 12 months.

Safeguarding

If we are concerned about welfare and wellbeing then we are under a duty to consider what, if any, action should be taken. Depending on the circumstances, action that we take can includes us sharing

information with appropriate external agencies such as the police, local authorities or under the 'Prevent' initiative, which is part of the UK Government's anti-terrorism strategy.

Internally, the sensitive personal information that may be disclosed in relation to welfare and wellbeing issues is only ever shared with our safeguarding lead and deputies.

Individual Rights
You have a right of access to personal data that HBCC may hold about you.

Personal data must be processed in line with individuals' rights, including the right to:

· request a copy of their personal data;
· request that their inaccurate personal data is corrected;
· request that their personal data is deleted and destroyed when causing damage or distress; and
· opt out of receiving electronic communications from HBCC.

Your right to access, rectify, erase and restrict your data
If you would like to see the data that we hold about you, let us know and we will share it with you for no charge and to the extent allowed by law.

If there are errors in the data, let us know and we will rectify it. We will also erase or restrict your data if requested. If you are unhappy with how we use your data, wish to withdraw your consent or wish to rectify, erase or restrict your data let us know.

If you are unhappy with how we gather, use, share or store information about you, please contact us in writing at:

The Data Controller; Hesketh Bank Community Centre, Station Road, Hesketh Bank,

Preston, PR4 6SR

You can also email us at:

tony@heskethbankcommunitycentre.org.uk

We will send a full response within no more than 28 days. If you are not satisfied with our response, you can contact the Information Commissioner's Office (www.ico.org.uk).

HBCC is registered as a data controller with the ICO under registration number: **C1259312**.
Our confidential waste is shredded on site and disposed of securely.

To withdraw your consent to the processing of your data or would like to rectify, erase or restrict your data simply contact us in writing at the address above or by email us at:

tony@heskethbankcommunitycentre.org.uk

Training
The Trust will take such measures as may be necessary to ensure the proper training, supervision, and instruction, to promote compliance in handling data in accordance with GDPR.

The Trust will also provide training to all employee and volunteers to help them understand their rights and responsibilities under this policy.

If you need any further information, advice or guidance relation to this policy, please contact the centre manager.

This policy will be reviewed on an annual basis, unless circumstances arise which require the policy to be reviewed earlier.

This policy has been approved for issue by the board of trustees of HBCC.

Policy dated: 01/10/2026

Policy review date: 30/09/2027