

# Ombersley Memorial Hall Privacy Policy and Cookie Policy

**Ombersley Memorial Hall** [hereinafter referred to as OMH] complies with the General Data Protection Regulation (GDPR) law which came into effect on 25 May 2018 and superseded the Data Protection Act 1998.

We are committed to keeping your personal information accurate and up to date. We will not keep your information longer than necessary.

**This privacy Policy** explains how we use your personal information and the ways in which we protect your privacy. This notice applies to all personal data collected for or on behalf of OMH. This includes information collected by letter, email, face to face, telephone or online. By using our site you agree to accept this Privacy Policy. This Policy may be reviewed from time to time so please check this Policy each time you submit personal data to us.

## How we use your personal information

We collect and use your personal information so we can provide you with OMH services.

We use your information for the purpose for which you provided the information, to enquire about events or bookings at OMH including the delivery of services for you. We also use this information to monitor our performance in responding to your request.

### We may use your information in the following ways:

- to coordinate the booking process for OMH including sending invoices
- to respond to enquiries you send to OMH
- to tell you about services and provide services appropriate to you
- for insight purposes to allow us to analyse patterns and trends of service usage
- for service and financial planning, to help us create policy and inform decision making, e.g. identifying where new facilities/infrastructure are most needed
- to help us to verify your identity if you ask us for services
- to ensure that the OMH meets its duties, including those imposed by the Equality and Health and Safety Acts
- where necessary for law enforcement functions, e.g. licensing, planning enforcement, trading standards and food safety where OMH is legally obliged to carry out such processing
- to help investigate any concerns or complaints you have/may have about the services you receive where otherwise allowed under law.

**For further information** on the General Data Protection Regulation please refer to the Information Commissioner's website.

Services such as education and social care, protection of vulnerable children and adults, and the support of public health and wellbeing may involve collecting, using and sharing sensitive personal data as defined by law. We do not disclose or share sensitive or confidential information without your explicit consent except in a small number of situations where disclosure is allowed by law, or where we have good reason to believe that failing to do so would put you or someone else at risk.

**OMH is obliged to protect public funds.** We may use personal information and data-matching techniques to help us to detect and prevent fraud and ensure public money is spent in the most appropriate and cost-effective way. In order to achieve this, we may share information with other organisations which audit or administer public funds. This includes the Audit Commission, other local authorities, HM Revenue and Customs, and the Police.

We may use personal information to identify people who will need extra support during emergencies or major incidents e.g. emergency evacuation. We are keen to ensure that we are providing the services that are needed and may contact you to make you aware of services or support which could be of interest to you. We may invite you to sign up for other services at the same time (for example, a regular mailing list). You can choose not to accept this invitation.

**We may also ask for feedback** on how we are performing, or ask for your views on services which you have been using.

You may not want us to collect or share your personal information, or you may set conditions on how we can use it. In these cases we may not be able to provide you with the service you need, or may only be able to provide it in a limited way. There are occasions when we have a statutory obligation to collect or use personal information. In these cases we will not be able to agree to your request. We may use ethnic, gender, sexual orientation and age information (i.e. equalities data) to compile statistics in order to comply with equality legislation and assist in planning and service provision. Such data does not identify individuals or affect your entitlement to services.

## **Third parties**

The information we collect will not be shared with other Third Party organisations. We will only share your personal information when we are permitted to or are required to by law or we have your consent to do so as required by law. OMH does not pass personal data to other organisations for marketing purposes without your consent. Your personal information may be processed by an external service provider acting on our behalf to provide services.

## **Email**

Emails that we send to you or you send to us may be kept as a record of contact. If we need to email sensitive or confidential information to you, we will check that we are using the correct email address and may use additional security measures. If you need to send us sensitive information, we recommend using encrypted email or the postal service.

## Your rights

You can ask us to stop processing your personal data in relation to any OMH service. This may delay or prevent us delivering a service to you. We will try to meet your request but we may be required to hold or process information to meet our legal duties.

**You are entitled** to request access to and a copy of any information we hold about you. If you find that the information that OMH holds about you is no longer accurate, you have the right to ask to have this corrected. We may not always be able to change or remove the information. However, we will correct factual inaccuracies and may include your comments in the records.

## External links

This website contains external links to third party sites. Our privacy notice applies only to information collected by or on behalf of OMH. If you go to another website, you should read their privacy notice before you give them any personal details.

## Cookies

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally. These pieces of information are used to improve services for you through, for example:

- enabling a service to recognise your device so you don't have to give the same information several times during one task
- measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast.

## Our use of cookies

Google Analytics sets cookies to help us accurately estimate the number of visitors to the website and volumes of usage.

Although your browser may be set up to allow the creation of cookies, you can specify that you be prompted before a site puts a cookie on your hard disk, so that you can decide whether to allow or disallow the cookie. Alternatively, you can set your computer not to accept any cookie.

This site uses Google Analytics code to gather statistical information. For more information on how Google Analytics processes this information, visit the Google Analytics website.

## Queries and complaints

If you would like further information or have a complaint about any of the details in this notice, please contact us by email or post:

- Email: [bookings@ombersleymemorialhall.co.uk](mailto:bookings@ombersleymemorialhall.co.uk)
- Write to: Ombersley Memorial Hall, Sandys Road, Ombersley, Droitwich, WR9 0DY