



Charity Number: 1216899

31 Vanguard Road, Bournemouth, BH8 9NU

Tel: **01202 980161** • Email: **stroudenparkcc@gmail.com**

1. What personal data we collect

We collect different types of information depending on how you interact with the Centre.

Room hire and enquiries:

- Name
- Contact details (email, phone number)
- Organisation name (if applicable)
- Booking details and payment information
- Any accessibility requirements you choose to share

Membership and volunteering:

- Name and contact details
- Emergency contact information
- Relevant skills or experience (volunteers)
- Any information you provide on application forms
- Safeguarding-related information where required

Events, activities and classes:

- Booking information
- Attendance records
- Photographs or video (only with consent)

Website and online forms:

- Information you submit through contact forms
- IP address, browser type and basic analytics data
- Cookie preferences (see section 8)

CCTV:

- Images recorded on CCTV for safety, security and crime prevention
- CCTV covers entrances, exits and communal areas only

We do not collect more information than we need.

2. How we use your personal data

We use your information to:

- Manage room bookings and community activities
- Respond to enquiries
- Administer memberships and volunteer applications
- Keep people safe through safeguarding and CCTV
- Send updates about Centre activities (only with consent)
- Maintain financial and audit records
- Improve our website and services

We will always tell you why we need your information and will not use it for unrelated purposes.

3. Our lawful bases for processing

We rely on the following lawful bases under UK GDPR:

- Contract – to manage room hire, memberships, bookings and volunteer arrangements
- Legal obligation – safeguarding, financial record-keeping, health & safety
- Legitimate interests – running and improving the Centre, ensuring security, managing enquiries
- Consent – mailing lists, photographs, and optional information you choose to give

You can withdraw consent at any time.

4. Who we share your information with

We only share information when necessary and with appropriate safeguards.

We may share data with:

- Trusted service providers (e.g., website hosting, email services)
- Insurers or legal advisers (if required)
- Emergency services (where necessary for safety)
- Local authorities or regulators (where legally required)

We never sell personal data.

5. How long we keep your information

We keep personal data only for as long as necessary:

- Room hire records: usually 6 years (financial/audit requirements)
- Membership and volunteer records: while active + a short retention period
- CCTV footage: normally 30 days unless required for an investigation
- Mailing list data: until you unsubscribe

Full details are set out in our internal Data Retention Schedule.

6. How we keep your data safe

We use a combination of technical and organisational measures to protect your information, including:

- Secure systems and password protection
- Restricted access to personal data
- Staff and volunteer training
- Regular reviews of our data protection practices

7. Your rights

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (in certain circumstances)
- Object to or restrict processing
- Withdraw consent
- Request a copy of your data in a portable format

To exercise your rights, contact us at: stroudenparkcc@gmail.com

If you are unhappy with how we handle your data, you can contact the Information Commissioner's Office (ICO).

8. Cookies and website analytics

Our website uses cookies to:

- Make the site work properly
- Understand how visitors use the site
- Improve accessibility and user experience

You can manage your cookie preferences through your browser settings.

9. Children's information

Where activities involve children, we only collect the information necessary to run the activity safely.

We do not knowingly collect unnecessary data about children through the website.

10. Changes to this policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

Last update: February 2026

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