



West Heath Community Centre

Bringing People Together Since 1937

West Heath Community Association

GDPR Policy & Procedures

**Registered Company No: 6570815
Registered Charity: 1124993**

Date of last review:

| <i>Date</i> | <i>Change</i> |
|-----------------------|---|
| <i>September 2022</i> | <i>Documents created by AJ, RP-Y, and DD</i> |
| <i>May 2025</i> | <i>Document reviewed by Office Staff and confirmed by the Board</i> |
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This Policy is openly displayed on our Website.

Privacy Policy (GDPR)

West Heath Community Association (Registered Charity Number 1124993), who manage West Heath Community Centre, Hampstead House, is committed to ensuring that your privacy is protected. This policy sets out how we use and protect any information that you give us either personally or through our website and comply with the General Data Protection Regulation (GDPR).

What we collect

We may collect the following information which is stored electronically or on paper:

- Your name
- Your address
- Your contact details, including email address
- Your organisation name and details
- Other information relevant to customer surveys
- Your image/photograph

How we use your information

We require this information to understand your needs and provide you with a better service.

We may use this information to:

- Process bookings or hirings
- To improve our services
- To help us with grant funding applications
- Images may be used to promote our charity on our website or Facebook page without name tags
- Close-up images with names will only be used for publicity with your written permission

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.

Links to other websites

Our website and Facebook page may contain links to other websites of interest. Be aware that once you have used these links to leave our site, we do not have any control over another website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites, and they are not covered by this privacy statement. You should exercise caution, and look at the privacy statement of any site you divulge information to.

Controlling your personal information

We will always respond to requests to remove and delete an individual and their personal data from our records and will cease contact when requested.

We will not sell, distribute or lease your personal information to a third party unless we have your permission or are required by law to do so.

Please contact us at office@westheathcommunitycentre.co.uk for further information on this privacy policy, or to request a copy of information we hold about you.

Data Protection Procedures

Introduction

West Heath Community Association has a Privacy Policy which is reviewed regularly. In order to help us uphold the policy, we have created the following procedures which outline ways in which we collect, store, use, amend, share, destroy and delete personal data.

These procedures cover the main, regular ways we collect and use personal data. We may from time to time collect and use data in ways not covered here. In these cases, we will ensure our Data Protection Policy is upheld.

General Procedures

- Data will be stored securely. When it is stored electronically, it will be kept in password protected files. When it is stored on paper it will be filed carefully in an unmarked, locked filing cabinet.
- When we no longer need data, or when someone has asked for their data to be deleted, it will be deleted securely. We will ensure that data is permanently deleted from computers, and that paper data is shredded.
- Emails to groups of people whose information should not be shared – We will email the message to ourselves, and blind copy (BCC) the group of recipient's email addresses.
- A notice about our GDPR policy will be displayed on our website.

Volunteers

People volunteer at West Heath Community Centre for a variety of reasons eg handyman DIY and repairs, being part of the Fundraising & Events group, assisting at events etc.

- We will maintain contact details of our volunteers for each activity/interest securely. This list will be reviewed and updated annually.
- Volunteers will be made aware of our Privacy Policy, why we have their information, how long we will keep it and that they can ask to have it deleted or amended at any time by contacting us.
- To allow volunteers to work together for the group/activity, it is sometimes necessary to share volunteer contact details with other volunteers. We will only do this with explicit consent.

Board of Directors

The Board need to be in contact with one another in order to run the organisation effectively and ensure its legal obligations are met.

- Board contact details will be shared among the Board members
- Board members will not share each other's contact details with anyone outside the Board, or use them for anything other than West Heath Community Association business, without explicit consent.

Breach of Data

Examples of a 'breach of data' might include:

- If a laptop containing contact details is stolen or lost
- Accidentally sending an email with all email addresses visible
- Sending personal information to the wrong person by mistake
- Losing paper which has contact details written on it

Our procedures should minimise the risk of data breach, but if such an incident occurs, we will...

1. Try to retrieve the data eg. ask an emailed recipient to delete the information.
2. Recognise and record the breach and take steps to avoid it happening again.
3. If it is a significant breach, the incident will be reported to the person whose data is affected and to the Commissioner's Office (ICO).

Review

These procedures will be reviewed every two years.