



Hale Community and Youth Centre

2026/27 Privacy Information

(Updated 2026)

At Hale Community and Youth Centre, we are committed to protecting your personal information and being clear about how we use it. We follow the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Data (Use and Access) Act 2025, and guidance from the Information Commissioner's Office (ICO).

This page explains what information we collect, how we use it, and your rights.

Who we are

Hale Community and Youth Centre, 130 Upper Hale Road, Farnham, Surrey GU9 0JH

Charity number: 1132822 / **Company number:** 06872992

We are the **data controller** for the personal data we process.

You can contact us at:

 manager@halecommunitycentre.org.uk

 **01252 722362**

What information we collect

We collect personal information when you: book or hire the Centre; attend an event or activity; make a donation; volunteer with us; sign-up for updates; contact us and/or use our website or social media channels.

This may include: your name and contact details; booking and payment information; donation history; photographs (with appropriate consent); communication records and/or information you provide when volunteering or attending activities.

We only collect information we genuinely need.

How we use your information

We use personal data to:

- manage bookings (Hallmaster)
- run events and activities
- manage staff and volunteers
- run fundraising campaigns (JustGiving, CAF Donate, Stripe, Crowdfunder)
- manage finances (Xero)
- communicate with supporters, hirers, volunteers and service users
- comply with legal obligations
- maintain organisational records
- ensure the safety and security of the Centre

We only use your information when we have a lawful basis to do so.

Charitable Purposes Soft Opt-In (New 2025 Rules)

Under the *Data (Use and Access) Act 2025*, charities may send electronic mail marketing about their charitable purposes without prior consent, provided certain legal conditions are met.

This means we may contact you about our charitable work, events, activities or fundraising **if**:

- you provided your contact details during an interaction with us (e.g., booking, donation, event registration);
- the communication relates only to Hale Community Centre's charitable purposes;
- you were given a clear opportunity to opt out when your details were collected;
- every message includes a simple way to opt out.

You can opt out at any time by emailing:  info@halecommunitycentre.org.uk

We never sell your data or share it for non-charitable purposes.

How we store your information

We use secure, modern cloud-based systems including:

- Microsoft 365 (Outlook, OneDrive, SharePoint, Teams)
- Hallmaster
- JustGiving, CAF Donate, Stripe, Crowdfunder
- Xero

We use multi-factor authentication, access controls and secure storage to protect your information.

How long we keep your information

We keep personal data only for as long as necessary:

- financial records: **7 years**
- booking records: **7 years**
- volunteer records: **duration of involvement + 2 years**
- staff records: **as required by law**
- photographs: **until consent is withdrawn or no longer needed**
- digital records: **reviewed annually and deleted when no longer required**

Your rights

You have the right to:

- access your personal data
- correct inaccurate information
- request deletion (in certain circumstances)
- restrict processing
- object to marketing
- make a complaint to the Information Commissioner's Office (ICO)

We will respond to requests within **one month**.

Sharing your information

We may share data with:

- local authorities
- funding bodies
- insurers
- HMRC
- law enforcement
- cloud service providers
- contractors supporting our operations
- digital fundraising platforms

We do not share your data for non-charitable purposes without your consent.

Photographs and images

Photographs of adults may be used under legitimate interests or the charitable-purposes soft opt-in. Photographs of children require **written parental consent**.

At large events, we will display notices informing attendees that photographs may be taken.

Contact us

If you have any questions about how we use your data or wish to exercise your rights, please contact:

 manager@halecommunitycentre.org.uk

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