

Privacy Notice

The Howard Hall Memorial Hall is committed to protecting your privacy and handling your personal information responsibly, fairly and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

How we use your information

We collect and process personal information relating to hall bookings because it is necessary to perform our contract with you. Some information is processed to comply with our legal obligations or because it is in our legitimate interests to administer and manage the Hall effectively.

What information we collect

Depending on your dealings with the Hall, we may collect your name, organisation name (where applicable), postal address, email address, telephone number, booking details, event information, invoicing records and any correspondence you send to us.

Website analytics

We also collect and analyse anonymous statistical information about the use of our website, including the number of visits, use of the public booking diary, booking requests submitted and bookings confirmed. This information is used solely to monitor the performance of the website, improve our services and assist with the management of the Hall. The information is aggregated and does not identify individual visitors.

Data controller and security

The Howard Hall Memorial Hall is the Data Controller for the personal information we hold. Our online booking and invoicing system is provided by **My Hall Wizard Ltd**, which acts as our Data Processor. Personal information is stored in an EU-based data centre and protected using appropriate technical and organisational security measures, including a web application firewall and regular vulnerability monitoring.

Personal information is accessible only to authorised members of the Hall Management Committee who require it for the administration of bookings, invoicing and the day-to-day management of the Hall.

Booking and payment processing

If you choose to pay for room hire by credit or debit card, your payment will be securely processed by **Stripe, Inc.** Howard Hall Memorial Hall does not collect or store your bank account, credit card or debit card details. Stripe processes your payment information as a separate data controller in accordance with its own Privacy Notice and applicable UK data protection law. Where Stripe transfers personal information outside the UK, it does so using appropriate safeguards in accordance with UK data protection legislation.

We may share personal information with our insurers, professional advisers or public authorities where this is required by law or where it is necessary for the operation and administration of Howard Hall Memorial Hall.

How long we keep information

Booking, invoicing and financial records are normally retained for six years for tax purposes after the end of the relevant financial year unless a longer retention period is required by law. Personal information is securely deleted or destroyed when it is no longer required.

Public booking diary

If you book the hall, a description of your booking will appear on the public booking diary available on our website. We only show a general description in the public diary, such as 'Birthday Party' or the name of a Dance Class or Special Interest Club. This information is published to assist with managing bookings and informing the public of Hall availability. If you prefer an alternative or specific description to appear in the public diary, you may request this when making your booking or subsequently by emailing the Hall

Secretary (secretary@hirehowardhall.org.uk). Names of individuals, contact details and other personal information will not be published.

Contacting activity organisers

Our website provides a facility for visitors to contact the organisers of activities and groups that use Howard Hall Memorial Hall, such as dance classes, keep fit sessions, special interest groups and hobby clubs.

When you submit an enquiry using this facility, the personal information you provide, including your name, email address and the contents of your message, is processed solely for the purpose of transmitting your enquiry directly to the organiser you have selected.

Howard Hall Memorial Hall does not retain or store enquiries submitted through this facility once they have been successfully transmitted, and copies of enquiries are not accessible to the Hall or its Management Committee.

Once your enquiry has been delivered, the organiser becomes an independent Data Controller in respect of the personal information contained in your enquiry and is responsible for any subsequent processing of that information and for any further communication with you. Howard Hall Memorial Hall has no access to, or control over, the personal information once it has been successfully transmitted to the organiser.

CCTV

Howard Hall Memorial Hall also operates CCTV for the purposes of crime prevention, the protection of staff, visitors and property, and to assist with health and safety. CCTV images are retained for up to 7 days and are automatically overwritten unless they are required for the investigation of an incident or to meet a legal obligation.

Your rights

Under UK GDPR, you have the right to request access to the personal information we hold about you, to ask for inaccurate information to be corrected, to request erasure of your personal information where appropriate, to request restriction of processing in certain circumstances, to object to processing carried out on the basis of legitimate interests, and, where applicable, to receive the personal information you have provided to us in a portable format. Requests should be sent to the Hall Secretary, Howard Hall Memorial Hall, 72 Woodside, Wigmore, Kent ME8 0PN.

Complaints

If you are unhappy with the way we have handled your personal information, please contact us in the first instance so that we can try to resolve your concerns. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk> or telephone: 0303 123 1113

If you have any questions about how an organiser uses your personal information after receiving your enquiry, you should contact that organiser directly.

Version	Privacy Notice Version 1
Date Approved	25 th August 2026
Approved By	Howard Hall Management Committee
Responsible Officer	Hall Secretary
Supporting Framework	Data Protection Framework
Related Documents	Data Protection (GDPR) Policy;; Record of Processing Activities (ROPA), Data Retention Schedule and Terms and Conditions of Hire
Review Date	August 2028