

Darsham Country Centre Privacy Policy

Our contact details

Name: Darsham Country Centre

Address: Darsham Country Centre . Old Station House, Main Road, Darsham, Saxmundham. Suffolk IP17 3PL

Phone Number: 07941640796

E-mail: darsham@woodcraft.org.uk

Privacy statement updated November 2023

The type of personal information we collect

We currently collect and process the following information:

- names and addresses
- telephone numbers
- email addresses
- customers' banking details
- suppliers' banking details
- employee data — personal information, job applications and references
- records of accidents or near misses

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You made an enquiry about a possible booking
- You made a booking at the centre
- You applied for a job at the centre
- You work at the centre as a director, an employee or as a volunteer
- You provided a reference for a job applicant

We also receive personal information indirectly, from the following sources in the following scenarios:

- From referees providing references for job applications

We use the information that you have given us in order to:

- Communicate with customers and those who make enquiries about accommodation
- Pay suppliers for goods and services
- Refund booking fees when necessary
- Assess the suitability of job applicants

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting The Chair of Directors, Darsham Country Centre, Old Station House, Main Road, Darsham, Saxmundham. Suffolk IP17 3PL

(b) We have a contractual obligation.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep contact details for customers and enquiries for seven years after our last contact with them. After that we will securely dispose of any paper records and delete any information from computer storage.

We keep records of employees, directors and volunteers for seven years after they last worked at Darsham. After that we will securely dispose of any paper records and delete any information from computer storage.

We keep unsuccessful job applications and references for six months after the job vacancy was filled. We then securely destroy and delete all records

We keep information on contractors and suppliers indefinitely unless specifically asked to delete it.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Darsham Country Centre . Old Station House, Main Road, Darsham, Saxmundham. Suffolk IP17 3PL if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Darsham Country Centre, Old Station House, Main Road, Darsham, Saxmundham. Suffolk IP17 3PL

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>