



Cobham Village Hall – Privacy Statement

Cobham Village Hall is the “Data Controller” of the personal data you provide to us.

If you have any questions about this privacy notice or how we handle your personal data, please contact:

Cobham Village Hall, Lushington Drive, Cobham KT11 2LU

Email: info@cobhamvillagehall.com Telephone: 07483 894651

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The data we collect

We collect basic personal data about you. This does not normally include any special category data (such as health or religious information).

The personal data we may collect includes:

- Name
- Address
- Email address
- Telephone number
- Bank account details (where necessary for deposits or refunds)

We only collect personal data that is necessary for the purposes set out below.

Why we need your data

We need your personal data in order to:

- Manage bookings and contractual arrangements
- Provide organisational updates and relevant information
- Process payments and refunds
- Comply with legal and financial obligations

We will not collect personal data from you that we do not need to provide and oversee our services.

Lawful basis for processing

Under UK data protection law, we rely on the following lawful bases:

- **Contract** – where processing is necessary to fulfil a booking or service agreement with you.
- **Legal obligation** – where we are required to retain records for tax and accounting purposes.
- **Legitimate interests** – for the effective administration and management of the Village Hall.

What we do with your data

All personal data we process is only handled by village hall personnel, in the UK.

We may use trusted third-party service providers (such as IT hosting, email, cloud storage, payment processing or professional advisers) to support the operation of the Village Hall. These providers process personal data on our behalf under appropriate contractual safeguards and are not permitted to use it for their own purposes.

Our data is primarily stored in the United Kingdom. Where data is cloud stored, we ensure appropriate safeguards are in place in accordance with UK data protection law.

We do not sell or share your personal data for commercial purposes.

How Long We Keep Your Data

We are required under UK tax and accounting law to retain certain financial and booking records for a minimum of six years.

After the relevant retention period, your personal data will be securely deleted or destroyed.

Marketing

We respect your privacy. We do not send marketing emails to our users, nor do we sell or share your contact details with third parties for marketing purposes.

Your Rights

Under UK GDPR, you have the right to:

- Request access to the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request erasure of your data (in certain circumstances)
- Request restriction of processing
- Object to processing based on legitimate interests
- Request transfer of your data to another organisation (data portability)
- Withdraw consent at any time (where processing is based on consent)

To exercise any of these rights, please contact us using the details above.

Complaints

If you wish to raise a concern about how we have handled your personal data, please contact us in the first instance at: info@cobhamvillagehall.com

If you are not satisfied with our response, or believe we are processing your personal data unlawfully, you have the right to complain to the UK supervisory authority:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk/>

Telephone: 0303 123 1113

Reviewed: April 2026

Approved: April 2026

Review Date: April 2027