

## Gawsworth Hall Privacy Policy

**Overview:** Gawsworth Hall is committed to protecting your personal information and being transparent about the information we hold about you.

**About Us:** Gawsworth Hall is a partnership, owned and run by the Richards family.

**Information we collect:** When you interact with us we collect, store and process data through which you may be personally identified. For example when you make a booking online, by telephone or in person; or when you visit our website. The type of information we may collect and process includes your name, address, telephone number and email address.

If you use your credit or debit card to purchase from us, we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS). We will also store a record of your purchases.

**Interaction:** For example, when we send you a mailing, we store a record of this.

**Sensitive personal data:** Data Protection law recognises that certain categories of personal information are more sensitive such as health information, race, religious beliefs and political opinions. We do not usually collect this information from our customers unless it is absolutely necessary to do so. If it is necessary we will always seek your explicit consent.

**Legal basis:** There are three bases under which we may process your data:

1. Contract purposes: When you make a purchase from us, you are entering into a contract with us. In order to perform this contract we need to process and store your data. For example we may need to contact you by email or telephone in the case of cancellation of a show, or in the case of problems with your payment.
2. Legitimate business interests: In certain situations, we collect and process your personal details for purposes that are in our legitimate organisational interests. However, we only do this if there is no overriding prejudice to you by using your personal information in this way.
3. With your Explicit Consent: For any situations where the two bases above are not appropriate, we will instead ask for your explicit consent before using your personal information in that specific situation.

**Marketing Communications:** We aim to communicate with you about the work that we do in ways that you find relevant, timely and respectful. To do this we use data that we have stored about you, such as what event you previously booked, as well as any preferences you may have told us about.

We use our legitimate organisational interest as the legal basis for communications by post. In the case of postal mailing, you may object to receiving these at any time, using the contact details at the end of this policy.

Please note, we do not send e-shots or email newsletters.

**Third parties:** There are certain circumstances under which we may disclose your personal information to third parties. These are as follows: Where we are under a duty to disclose your personal information, in order to comply with any legal obligation (for example to government bodies and law enforcements agencies).

**Cookies:** Cookies are small text files that are automatically placed onto your device by some websites that you visit. They are widely used to allow a website to function (for example to keep track of your basket) as well as to provide website operators with information on how the site is being used. This data is not linked to any personally-identifiable information. We use it only for broad statistical purposes. We use cookies to keep track of your basket as well as to identify how the website is being used and what improvements we can make.

**Your debit and credit card information:** If you use your credit or debit card to purchase from us, we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS).

**Retaining your information:** We store your personal information for no longer than is required for the purposes for which it was collected. Please be aware that the precise period may vary depending on your interaction with us and your relationship with us. Once the relevant purpose has been satisfied we will delete the information we hold about you unless the law requires us to retain a copy.

**How we protect your data:** We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible. We will ensure that any third parties we use for processing your personal information do the same. If you suspect there may have been a breach of our systems in relation to your data please report this to us and it will be investigated as a matter of urgency. We will not transfer, process or store your data anywhere that is outside of the European Economic Area.

**Your rights with regard to data:** You have a right to request a copy of the personal information that we hold about you and to have any inaccuracies in this data corrected. Please submit a request in writing to the email address below if you would like to exercise this right

**Contact details and further information:** Please get in touch about any aspect of the privacy policy; or if you would like to object to any processing of your personal information that we carry out for our 'legitimate organisational interests'.

**Email: [gawsworthhall@btinternet.com](mailto:gawsworthhall@btinternet.com)**

**Tel: 01260 223 456**

*(This policy was last updated on 11 May 2018)*