

Privacy Policy for www.admin.hagley.uk

Effective Date: July 15, 2025

Last Reviewed: July 15, 2025

1. Introduction & Definitions

We take your privacy seriously. We comply with UK Data Protection laws, including the General Data Protection Regulation (GDPR) since 2018.

- **“You” or “Your”** means the registered user of Hagley Community Association’s website (<https://www.hagley.uk>).
- **“HCA” or “we”** means Hagley Community Association (Charity No. 523146), which is the data controller.

This policy explains what we collect, why, how we protect it, and your rights. We may update this policy; significant changes will be notified on our website.

2. Information We Collect

A. Information You Provide

- Account Registration: name, address, email, ‘phone.
- Centre Hire: billing address/details, invoice preferences.
- Affiliated Users: organisation name, contact person, event details.

B. Automatically Collected

- Device Data: IP address, browser, device type (via our hosting provider).
- Cookies: We only use essential cookies to operate the booking system. See our **Cookies Policy** for details.

C. We Do Not Collect

- Payment or transaction data.

3. Why We Use Your Information

Legal Basis	Purpose
Contract	Process bookings, send invoices, manage your Centre hire requests.
Legitimate Interest	Improve our services, send you updates about your bookings, run promotions. ¹
Legal/Regulatory Obligation	Fraud prevention, compliance with court orders, anti-money-laundering.

¹ We always balance our interests against your rights and privacy.

4. Who We Share Your Information With

- **Internal Team & Volunteers:** to manage bookings and respond to queries.
- **Service Providers:** fraud prevention & IT support under strict confidentiality.
- **Legal & Regulatory Authorities:** when required by law (e.g., courts, anti-terrorism).
- **Third Parties with Your Consent:** e.g., local groups if you run regular events.

We never sell your data to other companies.

5. Data Security

We use industry-standard measures to protect your data both in transit and at rest, including:

- Encryption (TLS for data in transit).
- Regular penetration testing.
- Firewalls and access controls.
- Strict password policies for staff.

Despite our efforts, no system is 100% secure; please keep your password confidential.

6. Data Retention

We store your data only as long as necessary:

- **Inactive Users:** deleted after 3 months if no bookings.
- **Billing Records:** kept for 7 years to satisfy tax regulations.
- **Legal Obligations:** any additional retention required by law or potential disputes.

7. Your Rights

You have the right to:

- **Be Informed:** clear information about our processing.
- **Access:** request a copy of your data (free, within 30 days).
- **Correct:** update inaccurate or incomplete data.
- **Delete:** erase your data where no legal reason prevents it.
- **Restrict:** pause processing of your data.
- **Object:** opt out of marketing or any processing based on legitimate interests.
- **Portability:** receive a copy of data in machine-readable form.

To exercise any right, contact us (see below).

8. Cookies

We use only essential cookies to run our booking system. No tracking or advertising cookies are used. For details, see our **Cookies Policy**.

9. External Links

Our site may link to other sites. We are not responsible for their policies; please review their privacy notices.

10. Contact Us

If you have any questions or wish to exercise your rights, please contact:

- **By Email:** minits@hagley.uk
- **By Post:**
The Secretary
Hagley Community Centre
Worcester Road, Hagley, Stourbridge, DY9 0LG
- **Phone:** See the **Contact Us** page on our website.

If you're not satisfied with our response, you may complain to the UK Information Commissioner's Office: <https://ico.org.uk/global/contact-us/>
