

## **Privacy Notice (how we use customer information – Sjøvoll Centre and lettings)**

### **Why do we collect and use customer information?**

We collect and use customer information under the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR).

### **The personal data we collect and hold**

We collect information from you:

- when you complete our on-line/paper forms
- by means of 'cookies' when you use our site, and

In general, we will collect the information we need to provide you with the service to which the form relates. For example, if you submit a contact/booking form as a minimum we will collect your name and company, email address, telephone number and contact message. Further optional information may be collected if you submit it to us.

Personal data that we may collect, use, store and share (when appropriate and to comply with the law regarding data sharing) about customers includes, but is not restricted to:

- Contact details and contact preferences.
- Personal information (such as name, telephone number, email address and postal address). Where relevant, this information will be collected and stored in a booking form, licence agreement or transfer of control agreement. When customers arrive, information including date, name, company, reason for visit, vehicle registration and time in and out will be stored in a register to be used in the event of a fire.

### **Why we use this data**

We use this data to:

- To provide our public duty
- To keep our premises and visitors safe
- To provide a service to our customers and the community
- Ensure that the information we hold about you is kept up to date
- To communicate with you in an emergency or when necessary

### **Our legal basis for using this data**

We collect and use personal data on the basis of performing a public task and keeping our premises, property and community safe.

On some occasions we may ask for consent to process data when its use is optional. On those occasions consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

## **Collecting this information**

We collect data from yourself via the contact form on our website, or via direct telephone or email contact from you.

## **How we store this data**

Only authorised personnel have access to your information. We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

We will only retain the data we collect for as long as is necessary. This would be to satisfy the purpose for which it has been collected in accordance with our data retention policy. Please contact us if you would like further details on this policy.

The security of data and information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes both physical and technical security and integrity of all data.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without access knowledge (such as a password). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted';
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)

## **How long we keep your data for**

We hold data for no longer than is necessary. Full details of data retention lists can be found in the Records Management Society's (RMS) Retention Guidelines for Schools

## **Data sharing**

We may share your personal information where we have a statutory obligation to do so, such as for the purposes of the prevention or detection of crime, for legal proceedings, or where you have requested us to share information.

We do not share information about our customers with anyone without consent unless the law and our policies allow us to do so.

Some examples of who we share information with include:-

- Public service providers (Police, Social Services, Local Authority)

If you would like confirmation of who we do share information with please contact us.

We do not process your personal information outside the EEC.

At no time will your information be passed to organisations external to us, or our partners for marketing or sales purposes, or for any other commercial use without your prior express consent.

## **Your information rights**

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- Have any inaccuracies corrected;
- Have your personal data erased;
- Place a restriction on our processing of your data;
- Object to processing; and
- Request your data to be ported (data portability).

To learn more about these rights please see the Information Commissioner's Office (ICO) website.

**To exercise any of these rights please contact the relevant service in the first instance.**

You also have the right to request a copy of the personal information that the school holds about you. To do this, please make a Subject Access Request via [SAR@framdurham.com](mailto:SAR@framdurham.com) or contact reception on 0191 3866628.

If something goes wrong with your personal information, or you have questions about how we use it, please email [DPO@framdurham.com](mailto:DPO@framdurham.com) or contact reception on 0191 3866628.

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#)

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

## **Other rights**

Individuals have rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact the DPO at [DPO@gateshead.gov.uk](mailto:DPO@gateshead.gov.uk)

## **Complaints**

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our DPO at [DPO@gateshead.gov.uk](mailto:DPO@gateshead.gov.uk)

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## **Contact us**

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our Data Protection Lead at

- [DPO@framdurham.com](mailto:DPO@framdurham.com)