

Privacy Policy

This statement applies to **Poets Corner Residents Association** and **Poets Corner Community Hall**.

Poets Corner Residents Association and **Poets Corner Community Hall** are committed to protecting your privacy. We aim to ensure that any information you give us is held securely and safely. This privacy statement explains how we collect, use and store your personal information.

Your rights

It is your right to request details of the information we hold about you. To receive a copy of the personal information we hold about you free of charge (known as a subject access request) please write to us at **Poets Corner Residents Association** or **Poets Corner Community Hall** c/o 29 Carver Hill Road High Wycombe HP11 2TZ

You also have the right to ask us not to use your data for marketing or communications purposes. If you would like to change the way we communicate with you please contact us via the postal address above.

If you believe there has been data breach and you are unhappy with our response, you may make a complaint to:

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

How do we collect information?

We will collect personal information from you when you enquire about or take part in our activities. This might be when you email us, fill in a web form, make a donation to us or otherwise provide us with your personal information. This information may be received by post, via email, face to face, or over the phone.

We may also gather general information about the use of our website, using Google Analytics and other similar tools, to monitor information such as which pages are visited most frequently. We only use anonymous information and statistics which do not identify individual visitors. This information helps us improve the services and information we offer digitally on our website and other platforms including social media.

What personal information do we collect?

The types of personal information collected might include:

- name
- email address
- postal address
- telephone number
- mobile phone number
- donation history
- your personal interests where given by you

We use your information only for the reason you have supplied it or any other reason for which you have given us permission to do so.

How do we use your information?

We are committed to communicating with you as effectively and efficiently as possible. Our aim is to provide you with information about our work and to provide you with opportunities to support our work.

We will use your personal data to provide you with information you have requested, for administration purposes and to further our aims, which may include for fundraising activities.

We may use your personal information to contact you about how you can support the work of Poets Corner Community Hall by volunteering, awareness raising and providing financial support.

We will only contact you by email and other electronic messaging if you have indicated that you are happy for us to do so.

We may also analyse your personal information to ensure communications are relevant and timely, and provide an improved experience for our supporters.

Will we share this information with others?

We will never sell or share your data with third parties for their own marketing purposes.

We may allow our Volunteer Team Leaders to use your information for the purposes for which you have provided it to us e.g. to contact you about volunteering opportunities. We only provide them with the information they need to deliver the relevant service, and we make sure your information is treated with the same level of care as if we were handling it directly.

How long do we keep your data for?

We will keep your personal data for no longer than is necessary for the purposes for which it is processed, or is required for historical evidence or compliance with regulations.

If you request to receive no further contact from us, we will keep information about you on our suppression list in order to avoid sending you unwanted materials in the future.

How do we keep your information secure?

We continue to review our internal processes and data security to comply with all regulatory requirements.

How do you stop us communicating with you?

If you no longer wish to receive communications from us please contact us via the postal address above. You may also unsubscribe at any time by replying to an email from us with the word **Unsubscribe** in the subject line.

Changing your personal details

If your personal details change, please help us to keep your information up to date by notifying us through one of the routes listed above.

Links

Our website may include links to websites run by other organisations. We are not responsible for the privacy practices of other organisations' websites so you should read their privacy policies carefully.

Changes to this privacy statement

From time to time, we will make changes to this statement to keep it up to date and relevant. Please make sure you check regularly to see what's changed.

This statement was last updated in April 2018.