

# Lochside Arena – Privacy Notice – 2021

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## 1. Our contact details

Company Name: Lochside Arena

Address: Lochs Road, Isle of Lewis, Scotland HS2 9JN

E-mail: [lochsidearena@gmail.com](mailto:lochsidearena@gmail.com)

## 2. What type of information we have

We currently collect and process the following information:

- Customer names
- Customer email addresses
- Customer Phone Number
- Customer member / non member status
- Record of bookings – date and time
- The names of individuals accompanying the primary booker.

## 3. How we get the information and why we have it.

- Most of the personal information we process is provided to us directly by you for one of the following reasons:
- You have purchased a membership
- You have made a booking to hire the arena
- You have contacted us by email
- You have contacted us using social Media

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

- Your consent – by making a booking you consent to us holding the information listed in section 2 for the purposes below.

## 4. What we do with the information we have

We use the information that you have given us in order to:

- manage your booking.
- Provide notifications related to your booking.
- processing the associated payment for the booking.
- Confirming membership to apply hire rates and special offers appropriately
- Maintaining obligations to Test & Trace during the Covid19 pandemic.
- Responding to your enquiries.

We do not share your information with anyone with the exception of our accountants:

Mann Judd Gordon  
26 Lewis Street  
Stornoway  
HS1 2JF

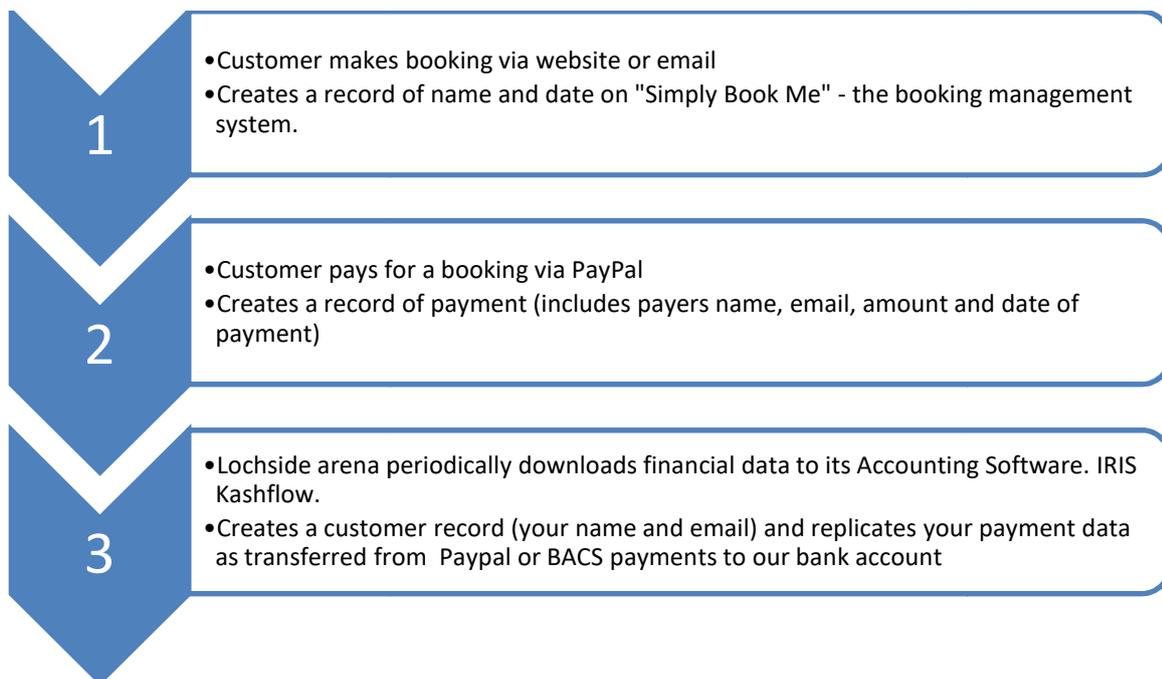
This is for the purpose of preparing our annual accounts for submission to Companies House and OSCR (The charities regulator).

This is limited to a record of payments made and the dates of those payments.

The accountant has access to see your name and the date you made a payment to the arena but does not use your name in the preparation of the accounts.

## 5. How we store your information

Your information is gathered as you interact with our booking and financial systems.



All our systems are based online, are encrypted, and are password and dual authentication protected to ensure your privacy.

If you have questions about how these data controllers secure your data on their servers please contact them directly.

We will keep financial data for 7 years

Business data will be kept for 5 years

Emails will be kept for 5 years if they form part of our business records or be deleted on completion if they are a simple enquiry.

Social media conversations will not be retained. If you contact us via Facebook Messenger we will delete the conversation once completed. This should not be used for anything other than casual enquiries.

## **6. Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information. (please remember we keep minimal information and our systems will have already emailed you booking and payment confirmations)

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances. (We cannot erase details of payments, we can remove bookings you did not attend, we can remove your name and email from our membership list which is retained in the accounting software)

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [lochsidearena@gmail.com](mailto:lochsidearena@gmail.com) if you would like to make a request.

## **7. How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113

## **8. Proportionality**

Please remember that Lochside Arena is a charity run by a staff of volunteers. We take your privacy seriously and keep the personal data we ask for to a minimum. We feel our policy and actions comply, to the best of our ability, with the 7 main principles of the GDPR.