



Privacy Policy

We respect your privacy and will not sell or make available in any way your personal data except where you have specifically asked us to do so. Personal data is only collected where necessary to service your requests.

From time to time we may need to update this Privacy Policy and publish via our website. Please visit this website for the latest copy of this policy or write to us at the address below.

What is Personal Data?

Personal data is something that can identify a living person. This data can provide a wide range of information that identifies a person, for example: name, address, location and other information. The processing of personal data is governed by the General Data Protection Regulation (the 'GDPR'). 'The GDPR' insures that the way data is collected reflects the changes in technology and the way organisations collect information about people is processed lawfully, fairly, in a transparent manner, it is accurate and it is easy for a person ask us to remove or have their data removed.

What data do we collect?

If you choose to make a booking or make an enquiry about a potential booking we will collect details that you provide in relation to that booking or enquiry. Information held is likely to include:

- your first names and title
- your surname
- your address
- email addresses
- payment details
- your telephone number(s)
- information about people in your group
- details of interactions with us
- information about your booking and any additional information we may need to help meet your specific requirements
- we may also require you to provide reference details if it is the first time you are making a booking with us

We also collect some of the above data if you give a gift or wish to be added to our mailing list for future updates and news.



How do we process your personal data?

Vauxhall Christian Trust complies with 'the GDPR' obligations for personal data by:

- keeping it up to date
- storing or destroying it securely
- not collecting or retaining excessive amounts of data
- protecting it from loss, misuse, unauthorised access and disclosure
- by ensuring that appropriate technical measures are in place to protect it

On what legal basis will we process your information?

We will always process your personal information on lawful grounds and in particular on the grounds set out below:-

Performance of a Contract

If you make a booking or an enquiry we will use the details that you give to provide that booking to you. This information is likely to include your name, contact details, payment details, information about people in your group, information about your booking and any additional information we may need to help meet your specific requirements. We may also require you to provide reference details if it is the first time you have made a booking with us.

If you do not provide us with the information set out in this paragraph, then we may not be able to provide the booking.

Legitimate Interest

We want to give you the best possible customer experience whilst respecting your privacy.

We may use your name and contact details to tell you about other events and services which we think may be of interest to you (such as open days and fund raising events). You can ask us to stop doing so at any time.

We will never pass your details to a third party without you requesting or consenting that we do this.

We may use details you provide on feedback forms for statistical purposes when we evaluate our range of services and facilities.



Consent

We will never pass your details to a third party without you requesting or consenting to us to do this.

You can withdraw your consent at any time.

Legal Obligation

We may also use and disclose your personal data for compliance purposes, as required by any legal or taxation authority and to the extent that we are required to do so by law or regulation.

Processing your personal data is necessary for carrying out legal obligations in relation to Gift Aid or under employment, social security or social protection law.

Sharing your personal data

Your personal data will be treated as strictly confidential and is held in secure locations. We will never share your data with a third party, without your consent.

How long do we keep your personal data?

We will keep your personal data for as long as is necessary for the purpose for which it was provided, and to meet contractual, legal, audit and other regulatory requirements. When no longer required we will erase and dispose of it in a secure manner.

What rights do I have over my personal data?

You have the right to request:

- access to your personal data
- correction of your personal data if incorrect, out of date or incomplete
- that we stop processing your data

You also have the right to lodge a complaint with a supervisory authority (the Information Commissioner's Office).

Further processing

Where and whenever necessary, we will seek your prior consent for new processing, for any purpose not covered by this notice.



Contact Details

Should you need to contact the Data Controller or Data Protection Officer with any queries or concerns with this policy please contact:

The Data Manager,
Vauxhall Christian Trust
c/o 1 Elm Lane
Capel St Mary
Ipswich
Suffolk
IP9 2HS

email: datamanager@vauxhallchristiantrust.com

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.