

Droxford Community Hub CIC (DCH)

(trading as Wilfrid's Café)

PRIVACY NOTICE

Wilfrid's Café is operated by Droxford Community Hub CIC ("DCH CIC", "we", "us" or "the café").

We respect your privacy and are committed to protecting your personal information. This notice explains how we collect, use and protect personal information when you interact with DCH/Wilfrid's Café.

What information may we collect?

Depending on how you interact with us, we may collect:

- Your name and contact details when you contact us or take part in an activity or event.
- Information provided when you volunteer with us.
- Information provided when you give feedback or make a complaint.
- Information needed to organise events or community activities.
- Photographs and video recordings taken at café events and activities.
- Information necessary for us to meet our legal, financial and organisational responsibilities.

We will only collect information that we reasonably need.

Why do we use your information?

We may use personal information to:

- Run and administer Wilfrid's Café.
- Communicate with customers, volunteers and members of the community.
- Organise activities and community events.
- Respond to enquiries, feedback and complaints.
- Promote the café and its community activities.
- Manage our staff and volunteers.
- Meet our legal, accounting and regulatory responsibilities.
- Protect the safety and security of people using the café.

We will only use personal information where we have a lawful basis to do so under applicable data protection law.

Photography and video at café events

From time to time, DCH/Wilfrid's may take photographs or video at events for use in promoting the café and its community activities, including on social media and the café's website.

We will let attendees know when photography or filming is taking place and will provide a way for people to indicate that they do not wish to be included.

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We will take particular care when photographing or filming children. Children will not normally be deliberately featured or individually identified without appropriate permission from a parent or person with parental responsibility, unless there is a clear and appropriate reason to do so.

We will avoid publishing children's names alongside photographs unless there is a specific reason and appropriate permission.

Anyone who does not wish an image of themselves or their child to be used should contact the café and we will consider their request promptly.

How we protect your information

We take reasonable steps to keep personal information secure and to prevent it from being lost, misused or accessed by people who do not need it.

Staff, volunteers and directors who have access to personal information are expected to respect its confidentiality.

Who may we share information with?

We do not sell personal information.

Where necessary, we may share information with organisations that provide services to DCH CIC, such as accountants, IT, email, website or other administrative service providers.

We may also disclose information where we are legally required to do so or where it is necessary to protect someone's safety or comply with a legal or regulatory obligation.

Where we use another organisation to process personal information on our behalf, we will take appropriate steps to ensure that the information is handled securely and in accordance with applicable data protection requirements.

How long do we keep information?

We only keep personal information for as long as we reasonably need it for the purpose for which it was collected, or for as long as we are legally required to keep it.

Different types of information may therefore be kept for different periods.

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Your rights

Data protection law gives individuals a number of rights concerning their personal information.

Depending on the circumstances, these may include the right to:

- Ask what personal information we hold about you.
- Ask us to correct inaccurate information.
- Ask us to delete information in certain circumstances.
- Ask us to restrict how we use your information in certain circumstances.
- Object to certain uses of your information.
- Withdraw consent where we are relying on consent.

If you would like to exercise any of these rights, please contact us using the details below.

Contact us

For privacy and data protection enquiries please contact us on:

Email: wilfridscoffee@gmail.com

If you have concerns about how we have handled your personal information, please contact us first so that we can try to resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO).

Approval

Approved by:.....(Name)

Signed..... Date

(Chair of DCH)

Review

The effectiveness of this policy and associated arrangements will be reviewed at least biennially in response to new legislation, policies or guidance or specific demand and feedback, under the direct supervision of the DCH Board of Directors.

Date of next review: June 2028