

West Faversham Community Association

Privacy Notice – General Centre Use, Bookings, Soft Play and Events

Version: 1.0

Date: September 2026

Review date: September 2027, or earlier following a material change

1. Who we are

West Faversham Community Association (WFCA) operates West Faversham Community Centre and a range of facilities, activities and events.

WFCA is the **data controller** for the personal information covered by this notice. This means we decide why and how your personal information is used.

Contact address: WFCC, Bysingwood Road, Faversham, Kent

Data protection contact: Chief Executive

Email: info@westfavershamca.org

This notice applies to people who:

- visit or make enquiries about the Community Centre;
- book rooms or facilities;
- use soft play or other bookable centre facilities;
- attend or book WFCA events;
- Use the gym;
- purchase services or tickets;
- make payments to WFCA;
- are named as contacts for organisations hiring the Centre; or
- otherwise provide personal information in connection with general use of the Centre.

2. Information we may collect

Depending on how you use the Centre, we may collect:

- your name;
- address;
- telephone number and email address;
- organisation details where you are making a booking on behalf of an organisation;
- booking and attendance information;
- information about the room, facility, activity or event booked;
- contract or hire information;
- invoices and payment information;
- transaction and payment status;

- information contained in enquiries or correspondence;
- safeguarding assurances provided by hirers;
- accessibility or health information where you choose to provide it and it is relevant to your participation;
- photographs or video taken at events where applicable; and
- CCTV images where you enter an area covered by our CCTV system.

We aim to collect only the information necessary for the particular service or transaction.

3. Why we use your information

We may use your information to:

- respond to enquiries;
- process and administer bookings;
- enter into and manage hire agreements;
- provide access to rooms and facilities;
- manage soft play, activities and events;
- issue tickets and booking confirmations;
- communicate changes or important information about a booking;
- administer payments, invoices and refunds;
- maintain appropriate financial and accounting records;
- manage safety and safeguarding requirements;
- investigate complaints or incidents;
- establish, exercise or defend legal claims;
- protect people, property and the Community Centre; and
- meet legal and regulatory requirements.

4. Our lawful bases

The lawful basis depends on what we are doing with the information.

We generally rely on:

Contract – where information is necessary to process a booking, provide a paid service, issue tickets, hire a venue or take steps you have asked us to take before entering into an agreement.

Legal obligation – where we must retain or use information to meet accounting, tax, health and safety or other legal responsibilities.

Legitimate interests – where it is reasonably necessary for running the Centre, managing business contacts, dealing with enquiries, maintaining security, managing complaints and incidents or administering services where this is not covered by a contract.

Consent – where we specifically ask you to agree to an optional use of your information.

Where you voluntarily provide health or accessibility information, additional UK GDPR protections may apply.

5. Booking systems

WFCA uses different systems depending on the type of booking.

Hall and room hire

We use **Hallmaster** to administer room and venue bookings.

Information may also be processed through Microsoft 365 and **Sage** for correspondence, contracts, invoicing and financial administration.

Events and bookable activities

We use **ROLLER** for some event, ticket and activity bookings.

ROLLER may process your name, contact details, booking details and payment status on our behalf.

6. Payments

Payments may be taken through:

- Stripe;
- GoCardless;
- cash;
- banking providers; or
- other payment services associated with the relevant booking system.

Payment providers may process information for their own banking, fraud-prevention, security and regulatory purposes.

WFCA does not routinely store full payment-card details where these are processed directly by a payment provider.

Financial and transaction information may also be recorded in Sage.

7. Venue hirers and safeguarding

Where an organisation hires WFCA facilities, we may ask the hirer to confirm that appropriate safeguarding arrangements are in place where relevant to the activity.

WFCA does not routinely retain copies of DBS certificates or other criminal-record evidence from hirers.

We aim to record only the minimum information necessary to demonstrate that appropriate assurances have been obtained.

8. Events and photography

Photography or filming may take place at some WFCAs events.

Our current event notices advise attendees where photography or filming will take place and state that attendance at the event is treated as consent to that photography or filming.

Photographs or video may be used to:

- record WFCAs activities and events;
- communicate the work of WFCAs;
- promote future activities and services;
- report the impact of WFCAs work;
- appear on the WFCAs website; or
- appear on WFCAs social-media channels such as Facebook, Instagram and TikTok.

WFCAs approach to event photography is currently under review as part of its wider data-protection implementation work. Until that review has been completed and any changes approved, the existing arrangements described above remain in place.

9. CCTV

WFCAs operates video CCTV at the Community Centre for:

- protecting people and property;
- site security;
- deterring and investigating incidents; and
- supporting police enquiries where appropriate.

CCTV records video only. **Audio is not recorded.**

Routine CCTV footage is stored locally and retained for approximately **three weeks**.

Relevant footage may be retained for longer where it relates to an incident, complaint, police investigation, insurance matter or legal claim.

Access is restricted to authorised staff. Senior Leadership Team members may also access the system remotely.

CCTV footage is only routinely disclosed externally to the **police where appropriate and lawful**.

10. Public Wi-Fi

Public Wi-Fi is available at the Centre.

The system may collect an email address or social-media login identifier when you connect. The provider may also process technical information such as an IP address, device or connection log.

The service is provided for internet access and security purposes.

WFCA does **not** use Wi-Fi registration information for marketing unless you separately choose to sign up to marketing.

Further supplier, retention and technical details are currently being reviewed and will be reflected in the Wi-Fi access information when confirmed.

11. Marketing

Booking a room, attending an event, using soft play, using the Centre or connecting to public Wi-Fi does **not automatically add you to WFCA's marketing mailing list**.

Marketing emails are sent to people who have separately chosen to sign up.

You can unsubscribe from marketing at any time.

12. Who we may share information with

Where necessary, information may be shared with:

- Hallmaster;
- ROLLER;
- Sage;
- Microsoft;
- Stripe;
- GoCardless;
- banks and payment providers;
- accountants and auditors;
- insurers;
- solicitors or professional advisers;
- police or other authorities where legally necessary; and
- other organisations involved in providing a service you have requested.

Software suppliers generally process information to provide their services to WFCA.

Some organisations, such as payment providers, police and professional advisers, may act as independent controllers for their own purposes.

We do not sell personal information.

13. International processing

Some technology, payment and social-media providers may process information outside the UK.

WFCA is reviewing the hosting and international-transfer arrangements associated with its major suppliers. Where personal information is transferred internationally, appropriate UK data-protection safeguards must apply.

14. How long we keep information

Retention depends on the type of record.

As a general approach:

- unsuccessful or general enquiries which do not result in a booking are retained only for an appropriate operational period;
- event booking/contact information is normally reviewed after the event;
- booking contracts, invoices and financial records may need to be retained for up to six years;
- CCTV is normally retained for three weeks;
- complaint, incident, insurance or legal records may be kept for longer where necessary.

WFCA maintains a separate Data Retention Schedule containing the detailed periods.

15. Your rights

Depending on the circumstances, you may have the right to:

- access your personal information;
- ask us to correct inaccurate information;
- request deletion in certain circumstances;
- ask us to restrict processing;
- object where we rely on legitimate interests;
- withdraw consent where processing is based on consent; and
- receive certain information in a portable format where the right applies.

Not every right applies in every situation.

To exercise your rights, contact the Chief Executive using the details at the beginning of this notice.

16. Complaints

If you are concerned about how WFCA has handled your personal information, please contact the Chief Executive in the first instance.

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

17. Changes to this notice

We review this notice at least annually and sooner where there is a significant change to our services, systems, suppliers or use of personal information.

