

Data Protection + Privacy Policy

1. Policy Statement

Bradmore Green Community Hub CIC is committed to protecting the privacy and personal data of all individuals we work with. We recognise our responsibilities under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 and will ensure that personal data is handled lawfully, fairly, and transparently.

2. Scope

This policy applies to:

- Staff and volunteers
- Service users and visitors
- External organisations and room hirers
- Contractors and facilitators

It covers all personal data held by the Hub in any format, including paper records and electronic data.

3. What Is Personal Data?

Personal data is information that can identify a living person, including:

- Names, addresses, email addresses, phone numbers
- Booking and hire information
- Monitoring or feedback forms
- Safeguarding and incident records
- Photographs or video images (where applicable)

4. How We Collect Personal Data

We may collect personal data through:

- Room hire and event bookings
- Registration or sign-up forms
- Email or telephone contact
- Feedback forms



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- Safeguarding or incident reporting

We only collect data that is necessary for legitimate organisational purposes.

5. How We Use Personal Data

Personal data is used to:

- Manage bookings and enquiries
- Communicate about activities or services
- Meet safeguarding and legal obligations
- Improve services through feedback
- Comply with funding or reporting requirements

We will not use personal data for purposes it was not collected for.

6. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Consent
- Contractual necessity (e.g. room hire agreements)
- Legal obligation (e.g. safeguarding)
- Legitimate interests of the organisation

Where consent is required, it can be withdrawn at any time.

7. Data Storage and Security

We will:

- Store personal data securely
- Restrict access to authorised individuals only
- Protect electronic data with passwords and security measures
- Store paper records in locked storage

Safeguarding records are stored separately and securely.

8. Data Retention

Personal data will be kept only for as long as necessary:

- In line with legal and safeguarding requirements



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- For operational or funding purposes
- Then securely destroyed or deleted

9. Sharing Personal Data

We will not share personal data with third parties unless:

- There is a legal or safeguarding requirement
- It is necessary to deliver a service
- Consent has been given

Personal data may be shared without consent where there is a risk of significant harm.

10. Individual Rights

Individuals have the right to:

- Access their personal data
- Request correction of inaccurate data
- Request deletion where appropriate
- Object to or restrict processing
- Withdraw consent at any time

Requests should be made in writing and will be responded to within one month.

11. Data Breaches

Any suspected data breach must be reported immediately to a Director.

Where required, breaches will be:

- Investigated promptly
- Reported to the Information Commissioner's Office (ICO)
- Managed to reduce risk and prevent recurrence

12. Responsibilities

Overall responsibility for data protection sits with the Directors of Bradmore Green Community Hub CIC.

All staff, volunteers, and contractors are responsible for:



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- Following this policy
- Handling personal data appropriately
- Reporting concerns or breaches immediately

13. Monitoring and Review

This policy will be reviewed annually or sooner if:

- Legislation changes
- There is a data breach
- Organisational practices change

Date: September 2025

Next review date: September 2026

Approved by: Stacey Humphrey