

Privacy Policy

Introduction

At The Park Centre Kingswood, we are committed to maintaining the trust and confidence of everyone we work with. We will therefore take all necessary steps to look after the personal data we obtain in the course of our work. We want to reassure you that we are not in the business of selling, renting or trading e-mail lists and contact details. We will always use personal data lawfully and in accordance with the intended purpose it was collected for in the first place. This Website privacy statement is written to give you complete clarity and transparency about why we collect personal data, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure. We are committed to protecting your privacy and processing your personal data fairly and lawfully in compliance with GDPR.

In using our website and receiving our services you consent to the collection, use, disclosure and transfer of your Personal Data as set out in this Privacy Statement.

Who we are?

The Park Centre has charitable status and registered in England under charity number 1118918

Registered address: 133 High Street, Kingswood, Bristol BS15 4AG

Main trading and postal address: As above.

Data Protection Officer: Claire Jones

Email address: claire.jones@theparkcentrekingswood.co.uk

Telephone number: 01454 862190

What does this policy cover and what is personal data?

This Privacy Policy applies only to your use of our website. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

Your rights and our use of your personal information

Under the GDPR, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us for more information.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten, i.e., the right to ask us to delete or otherwise dispose of any of your personal data.
- The right to restrict (i.e., prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

How personal data is collected and stored

If we do collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the GDPR at all times.

As stated above, we do not generally collect any personal data. If you contact us and we obtain your personal details from your email, we may use them to respond to your email or to arrange a booking.

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

We will not share any of your data with any third parties for any purposes other than storage on an email server.

What we collect

Subject to the following, we do not collect any personal data from you. We do not place cookies on your computer or device or use any other means of data collection.

If you send us an email, we may collect your name, your email address, and any other information which you choose to give us.

Fair and lawful Processing

We will only process your Personal Data, where:

(a) you have given your consent to such processing (which you may withdraw at any time, as detailed under section entitled "Your rights").

(b) the processing is necessary to provide our services in our setting and through our website.

(c) the processing is necessary for compliance with our legal obligations; and / or

By "processing," we mean the collection, recording, storage, use, disclosure and any other form of operations or dealings with you and your child's Personal Data.

Use of cookies

Cookies are small text files that are placed on your computer by websites that you visit. To learn more about cookies, you can visit www.aboutcookies.org. You will also find details on how to block and delete cookies from your computer as well as more general information about cookies. For information on how to do this on the browser of your mobile phone you will need to refer to your handset manual.

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure

You have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing.
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Lead Claire Jones in writing.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Questions and complaints

For more information about our use of your personal data or exercising your rights please contact our appointed data protection lead (DPL) Claire Jones (claire.jones@theparkcentrekingswood.co.uk) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we manage your personal information, please contact the DPL. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, which can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Changes to this privacy policy

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our Site, and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our site following the alterations. We recommend that you check this page regularly to keep up to date.

Date: 26th July 2021