



Canolfan Eirianfa Centre

CUSTOMER PRIVACY NOTICE

May 2025

Please find below our GDPR Privacy Notice with some updated information on our use of CCTV and Surveillance in the building.

Why and how we collect your data?

We collect a name, contact number and invoice address for our clients in the following ways:

1. For regular bookings, details are collected on annual booking forms for the purposes of hiring rooms out to you or your group long term. These booking forms are then stored in a locked filing cabinet, as well as being entered onto a password protected computer for the purpose of being able to contact you regarding your booking and to send invoices.
2. For one-off bookings/enquiries, we will request a name, phone number and contact address or email. The group name will be entered into our diary. This is kept on the desk of our office which is locked. We also enter details onto our computer invoice system.
3. For Management Committee members we collect a name, contact details, address and email to be able to liaise as appropriate regarding Committee matters. We also register these details with the Charity Commission, which we are required to do by law.

Data Protection legislation allows us to process this information as we regard it as being in Canolfan Eirianfa Centre's 'legitimate interest' to be able to process your bookings.

We will not share this data with any third parties unless obliged to by law and will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

Do you collect any other data that I might not be aware of?

There are currently 5 CCTV cameras in the public area of the Canolfan Eirianfa Centre. In its use of a CCTV system, the Eirianfa Association will seek to comply with all relevant legislation, including the Data Protection Act 2018 and will follow the guiding principles of the Surveillance Camera Code of Practice. The purpose of having a surveillance system in the Eirianfa Community Centre is as follows:

1. To safeguard employees whilst at work due to the building being often open and accessible to any member of the public.
2. To detect and deter crime, break-ins or any other anti-social behaviour.
3. To safeguard customers when using the building.
4. In the absence of a 'Clocking-In and Out' system, CCTV may be used to check that employees are in work when they should be and may therefore be used to record entry and exit of workers from the workplace. It may also be used to check that employees are actually doing their work (as

per their job description) when in the building.

5. In exceptional circumstances, where employees are suspected of gross misconduct such as theft, fraud, abuse of customers, or any other activity that would constitute gross misconduct, CCTV footage may be accessed as part of an investigation.

Full details on CCTV monitoring and how we adhere to data protection in this area, can be found in our December 2018 Surveillance and Monitoring Policy, which is available on request from the Eirianfa Manager.

Security of your data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees or trustees who need to know. They will only process your personal data on our instructions.

We have put in place procedures to deal with any suspected personal data breach and will notify you and the ICO where we are legally required to do so.

Requesting access to your personal data

Under Data Protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information or to discuss anything in this Privacy Notice, please contact our Office Manager on 01745 816522 or at Office@eirianfa.org.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

There may be other instances, such as using photos on our Facebook page, where we will have to gain your written permission for using your data. But for now, please feel free to contact us if you would like any more information on the above.

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