



CANOLFAN
EIRIANFA
CENTRE

Canolfan Eirianfa Centre

Customer Privacy Policy - April 2026

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

Why and how we collect your data

We collect names, contact numbers and invoice addresses 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 individuals or groups on a long-term agreement. Booking forms are stored in a locked filing cabinet, as well as being entered onto a password protected computer for the purpose of being able to contact users regarding bookings and for invoicing purposes.
2. For one-off bookings: The name and phone number of the booking organiser is logged in the paper diary kept on the desk of our office, which is locked when the office is not staffed. Users are also required to provide contact details in a Conditions of Hire form which is kept in a locked filing cabinet. 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.
4. For Newsletter distribution: Names and email addresses are kept for those who select the opt-in button. Details are stored on a password-protected database (excel). Users can unsubscribe at any time by emailing admin@eirianfa.org - to opt-out and be deleted. Data is retained indefinitely unless requested to be deleted.
5. For Booking and Community Fridge enquiry forms: Users have to opt-in ticking a box for us to store their data. When they click 'submit' the enquiry comes through via email to office@eirianfa.org. Data submitted through these forms is used for responding to enquiries only and is not used for marketing purposes. Data is retained indefinitely unless requested to be deleted.

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 do so 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?

CCTV Surveillance:

There are currently 5 CCTV cameras in the public area of the Canolfan Eirianfa Centre. In its use of a CCTV system, the Canolfan Eirianfa Centre 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 using the building.
4. In the absence of a 'Clocking-In and Out' system, CCTV may be used to check that employees are adhering to the terms and conditions of their contractual obligations.
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.

Website Plug-ins:

1. WP Statistics:

We use the WP Statistics plugin to analyse traffic on our website. WP Statistics stores its data on our own server and does not transmit it to any third parties. Below, we describe what information we collect through WP Statistics, why we collect it, and how it is handled. If you have questions or concerns about our analytics practices, please contact us or review the WP Statistics Data Privacy guide.

We do not collect or store any information that can identify you personally. This means:

No Cookies: We do not set tracking cookies or similar identifiers in your browser.

Anonymized IP: Your IP address is anonymized and securely processed (e.g., hashed) so it can't be reversed to identify you.

Aggregated Statistics: We only track general activity like page views or country of access.

Local Storage: All data is stored locally on our server; we never share it with third parties.

2. Events Calendar

Event, Venue, and Organiser Information

If you create, submit, import, save, or publish Event, Venue, or Organizer information, this information is retained in the local database:

1. Venue information: name, address, city, country, province, postal code, phone, website, geographical coordinates (latitude and longitude)
2. Organiser information: name, phone, website, email
3. Event information: website, cost, description, date, time, image

Importing Events, Venues, and Organisers:

1. All data present within a CSV or ICS file and external URLs (for events, venues, organisers, and tickets)
2. Import origin data (URL from where events are being imported—such as Eventbrite, MeetUp, other compatible URL sources, and more, which can include similar or same data as listed above)
3. Eventbrite Ticket information: name, description, cost, type, quantity

API Keys

We make use of certain APIs, in order to provide specific features.

These APIs may include the following third party services: Google Maps (API key), Meetup (OAuth token), PayPal (email, Client ID, Client Secret), Eventbrite (API key, auth URL, Client Secret), and Zoom (email, Client ID, Client Secret).

Security of your data

Appropriate security measures are in place to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, access to your personal data is limited to those employees or Trustees who need to know. They will only process your personal data on our instructions.

Procedures are in place to deal with any suspected personal data breach and will notify affected parties 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.

Canolfan Eirianfa Centre, April 2026