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**Privacy statement**

Last updated 8 March 2018

Any reference to ‘We’, ‘Us’ and ‘Our’ is to The Mandeville Hall

Any reference to ‘Our websites’ is to websites available within https://e-voice.org.uk/themandevillehallkimbolton/

Any reference to ‘You’ and ‘Your’ is to you as an individual user of our websites and applications.

Protecting your data

The Mandeville Hall wants to share information and news about our events and services with you. We can do this in various ways including email, post, SMS, phone or social media, but only if you would like us to.

Your privacy is very important to us, which is why we make sure you are always in control of what we do with your personal information.

Our simple promise

* We will never pass your personal details to anyone outside The Mandeville Hall for them to use for their own marketing purposes unless you have previously provided us with your informed and specific consent.
* We will ensure that we obtain your express consent before we contact you by any method for any purpose.
* We will make sure our contact with you is relevant, based upon the preference information you give us.
* You can change your contact preferences at any time. All you need to do is update your preferences by contacting us at [mandevillehall@talktalk.net](mailto:mandevillehall@talktalk.net). But remember, you may miss out on important news and events at the hall.
* Your personal information will be stored safely and will remain secure at all times.
* No statistical information which identifies you personally will be published.
* No personal information will be kept any longer than necessary in order to fulfil the purpose it was collected for, and if you ask us to, it will be deleted.
* We will always delete your personal information if requested by you to do so
* We will always comply with the Data Protection Act 1998 and all other applicable laws and EU Directives.

Please let us know if your details change so that we can keep in touch.

The information we collect about users

We collect information to provide you with a better experience of using our websites and applications.  In order to provide you with access to certain services or data within our websites and applications, we may require that you provide certain personal information. This information may include your name, postal address, telephone number, fax number, e-mail address, subscriber name or screen name, password used to access our services or method of payment.

We collect information in the following ways:

* Logging the Internet Protocol (IP) address of your computer to be able to receive and send information on the Internet.
* Collecting personal data when you register or update your personal details using online forms and accounts
* Recording data through cookies
* Collecting other information from you from time to time as part of user experience surveys or questionnaires
* We track automatically the home server domain names, IP addresses, type of visitor computer, type of web browser of visitors to our websites, and specific information on what pages our visitors access

Using your information

The Mandeville Hall will process your data (for example your name, address, email address, country of residence) in accordance with your rights under the *Data Protection Act 1998*. We may process your information in any number of ways and on any databases we use for the following purposes:

* To create an electronic record of your data to enable your request for information to be processed
* To administer and manage the events and services we make available to you
* To advertise future services and events promoting The Mandeville Hall
* To help us identify events and services which we think will interest you (unless you have asked us not to)
* For user account administration within The Mandeville Hall
* To assist us with statistical analysis, profiling, financial risk assessment, compliance/regulatory reporting, fraud prevention and compliance with our legal obligations, policies and procedures.
* We may also communicate with you, on behalf of other organisations, should you opt in to receiving third party communications.

Sharing your information

We take our obligations and responsibilities regarding protecting your privacy very seriously, and therefore, we exercise great care to protect the information we collect about you.

* We will share your information outside The Mandeville Hall only in the following circumstances:
  + You have provided your express prior consent, and the contractor or organisation is working directly with us as a partner as a part of maintaining our activities, products, or services. Service providers and suppliers are required to keep confidential and secure the personal information received from us and may not use it for any other purpose other than as originally intended.
  + To our agents or sub-contractors for operational reasons
  + For the purpose of our compliance and regulatory reporting, or to confirm your identity for anti-money laundering purposes, which may include checking of the electoral register
  + If compelled by law to do so.

Communication preferences & changes to personal details

Once you have provided your express consent for us to contact you on our behalf, or on behalf of other organisations, there are a number of methods available to you in order to change your preferences, to correct or update your personal information at any time by:

* clicking the ‘unsubscribe’ link in any promotional email you receive from us
* contacting our internet service team where a correction is required
* contacting us at [mandevillehall@talktalk.net](mailto:mandevillehall@talktalk.net).

Protecting information

* We use a Secure Site License (SSL) approved technology where appropriate.
* Pages that use this technology are flagged with a padlock symbol.
* We use secure technology in all our email communications and unless you have provided us with your clear and express consent, we do not disclose your email address to any other recipient.

Other countries

* This Privacy Statement establishes our global principles for the collection, use and disclosure of information gathered through our websites and applications. The country in which you are doing business with us or where the website you are visiting is located/hosted may have specific requirements concerning personal information.

Websites & services not covered by this statement

Third party websites

* Third-party websites and services we link to through our websites have their own privacy policies, independent of us. We hold no responsibility or liability for these independent policies. We encourage you to look for and review the privacy policies of any third-party website you visit.

Cookies

What is a cookie?

A cookie is text file that is stored on your computer or mobile device by a website’s server. Each cookie contains anonymised information about how you use our websites and applications, which allows us to improve your experience of using our products and services.

Disabling cookies

If you prefer, it is possible to disable cookies by modifying the settings in your browser. However, you may not be able to use all the interactive features on our websites if cookies are disabled.

Subject access rights

If you write to us with a request, you will have a right to be provided with a copy of all personal information we hold about you.

Data portability

You can request that your personal data is transferred directly to another ‘data controller’ at any time.

Right to request a correction

You can request that we correct or update your personal data at any time to ensure that your information is accurate and up-to-date.

Right to be forgotten

We may be required to archive your personal information however, we will not retain personal data for longer than is necessary for the purpose we obtained it and only in accordance with our Document Retention Policy.  You have the right to request that we delete your personal information in certain circumstances, ie where the purpose for collecting your personal information no longer exists and we are not obligated to retain all or any part of your personal information for legal reasons.

Suppression lists

We will not contact you about our related products or services or send you any other communications if you have indicated that you do not want to receive these. In this case, your name will be included in appropriate suppression lists.

Withdrawing your consent

You can withdraw your consent at any time by contacting us at [mandevillehall@talktalk.net](mailto:mandevillehall@talktalk.net).

Our right to change this privacy statement

This Privacy Statement may be updated periodically and without prior notice to you to reflect changes in our online information practices. We will indicate at the top of the statement when it was most recently updated. We recommend that you visit our Privacy Statement page whenever you visit our websites so that you are aware of any changes.

CCTV

Our CCTV data protection policy should be read in conjunction with this Privacy Statement and can be found on our website or by request to [mandevillehall@talktalk.net](mailto:mandevillehall@talktalk.net)