

Cornerstone House Centre – Privacy Notice (General) General Data Protection Regulation (GDPR)

The Trustees and Management of Cornerstone House Centre have implemented via this Privacy Notice any record keeping which in effect results in this organisation being deemed to be a Data Controller and the undernoted information ensures the rights of any **organisation or individuals** accessing the services provided by or within Cornerstone House Centre **are informed** that by providing relevant details to Cornerstone House Centre when registering with us as to be a member, open an account if hiring venue facilities, be involved in training, volunteering or attend an event that details collected by Cornerstone House Centre is clearly defined and is compliant with having knowledge of what happens to data lodged with Cornerstone House Centre.

Who are we?

Cornerstone House Centre Ltd is a charity registered in Scotland
Registered address – 1 Esk Walk, Town Centre, Cumbernauld G67 1BZ
Registered Charity Number SCO41782 and is a company limited by guarantee registered in Scotland Company number SC383997

Contact us:

Tel: 01236 739220 or Email: admin@cornerstone-house.org.uk

Any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you contact us regarding

- Hire of space
- Membership
- Training
- Attend an event
- Volunteering
- Customer account
- Post material to our website and/or social media page
- Complete customer feedback or surveys
- Raise a complaint or dispute with us or are involved in a legally recordable incident at our premises (eg in relation to health and safety reporting)
- Speak to a staff member/trustee

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We may ask you for

- Name
- Address
- Email
- Phone
- Mobile Phone
- Date of Birth
- Gender
- Ethnic Group
- Employment Status
- Disability Status
- Support needs
- Payment details
- Disability and healthy information
- Supplementary information (dietary and other preferences and special requirements)
- Image data
- Behavioural data (tags and cookies)
- Voice recordings; and
- Identification information (such as passports, driver's licence or national identity card)

Why do we collect this information?

We will use your information to produce invoices, compile mailing lists, produce reports and share relevant information.

We require this information to plan and provide services and meet the audit requirements of funders if applicable.

What do we do with your information?

Your information is stored in the bespoke internal systems we operate for data processing. Any contact details will be accessible by delegated users of the system as authorized by Trustees and the Manager

How long do we keep your information for?

We will keep information for **three years**. Personal information will then be deleted.

Your rights over your information

By law, sight of all information held can be viewed. Corrections can be implemented if any inaccuracies require to be corrected.

A copy of any information can be provided and a request to stop using information for a period of time can be agreed if you believe we are not doing so lawfully.

To submit a request by email, post or telephone, please use the contact information provided.

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Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns

OFFICE USE: Date created: _____

TRUSTEE SIGNATURE: _____

TRUSTEE NAME: _____ DATE: _____

CHAIRPERSON SIGNATURE: _____

CHAIRPERSON NAME: _____ DATE: _____

Review Date: May 2019