

# Privacy Policy

This privacy policy informs you about the information we collect from you and how we manage it. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your information.

## Who we are

Bradbury Community House Charity No. 255051. Market Street, Glossop, Derbyshire SK13 8AR  
Tel. 01457 860007

Any enquiries about our use of your personal data should be addressed to [reception@bradbury-house.co.uk](mailto:reception@bradbury-house.co.uk) or to the contact details above.

## How we use your information

We use your information to process your room bookings with us: email confirmation letters, issue invoices and process payments.

## When you submit an enquiry to us

When you submit an enquiry via email or telephone, we ask you for your name, email address and your contact telephone number. We use this information to respond to your query, including providing you with any requested information. We may also email or call after your enquiry to follow up on your query and ensure that we have answered it to your satisfaction. We keep enquiry emails for up to two years, after this period, they are deleted.

## When you make a room booking

When you book a room, we ask you for your name, address, contact telephone number and email address. We also give you the opportunity to inform us of any accessibility requirements you may have.

We will use your information to process your booking based on the contract formed in our booking confirmation letter/email.

## Where will you store my data

Your data will be stored on a booking form and invoice which are filed securely and accessed by Bradbury House Staff and Trustees only. Email correspondence is stored on a password protected PC which also has a secured data base. Booking forms and copy invoices are stored for up to 7 years and then destroyed. Email correspondence is deleted within 2 years.

## We do not share your information with third parties.

We do not share your information with third parties unless at your request with written consent.

## Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

## Updates on this policy

We regularly review and, if appropriate, update this privacy policy.

For more information on the GDPR or to raise a concern about how we process your data you can contact the Information Commissioners Office [ico.org.uk](http://ico.org.uk)

25.05.18