PLATT MEMORIAL HALL

HALL PRIVACY NOTICE

1. Introduction

Platt Memorial Hall is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Notice explains what personal information we collect through our website or other interactions, how we use it, how long we keep it, and your rights under UK data protection law.

Platt Memorial Hall Trustees are the Data Controller for the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

Depending on how you use our website or interact with the hall, we may collect:

Information You Provide

When you contact us, submit an enquiry, make a booking request, or register for our online booking system, we may collect:

- Name
- Postal address
- Email address
- Telephone number
- Details relating to your booking or enquiry

Technical Information

When you visit our website, certain technical information may be collected automatically, including:

- IP address

- Browser type and version
- Device information
- Date and time of website access
- Pages visited

This information is generally collected through website logs and cookies.

3. How We Use Your Information

We use personal information to:

- Respond to enquiries.
- Process booking requests.
- Manage hall hire agreements.
- Send booking confirmations and related communications.
- Maintain website security.
- Improve website performance and user experience.
- Comply with legal obligations.

4. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract.
- Legitimate interests in operating and managing the Hall.
- Compliance with legal obligations.
- Consent where required.

5. Sharing Information

We do not sell or rent personal information.

We may share information with:

- Our website hosting provider.
- Our online booking system provider.
- Professional advisers, insurers, or legal representatives where necessary.
- Regulatory or law enforcement authorities where required by law.

Any third-party service providers are required to handle personal information securely and in accordance with applicable data protection legislation.

6. Data Security

We take reasonable measures to protect personal information from loss, misuse, unauthorised access, disclosure, alteration, or destruction.

However, no method of internet transmission is completely secure and we cannot guarantee absolute security.

7. Data Retention

Personal information will only be retained for as long as necessary to fulfil the purpose for which it was collected or to meet legal, accounting, insurance, or regulatory requirements.

Booking and financial records are generally retained for up to seven years.

8. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal data.
- Request correction of inaccurate information.
- Request deletion of information where appropriate.
- Request restriction of processing.
- Object to processing in certain circumstances.
- Request transfer of your personal data where applicable.
- Withdraw consent where processing is based on consent.

Complaints

If you have concerns about how your personal data is handled, please contact us first.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Telephone: 0303 123 1113

Contact Us

Platt Memorial Hall
Platinum Way
St Mary's Platt
Sevenoaks
Kent
TN15 8FH

E-mail: secretary@plattmemorialhall.org

Changes to this Notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website.

Reviewed June 2026