

## **Privacy Notice for learning event customers at Headway Devon**

### **Who is collecting your personal data?**

Headway Devon collects the personal data of customers booking events. We will ensure that the data given to us is processed in line with our organisation's Data Protection Policies and in line with your rights under the Data Protection Act 2017 and the EU General Data Protection Regulations. Should you wish to find out more about our Data Protection Policies please contact our Data Protection Lead, Ruth Wells, by calling 01392 211822 or emailing [ruth@headwaydevon.org.uk](mailto:ruth@headwaydevon.org.uk). If you need this information in another form please let a member of staff know.

### **Why are we collecting your personal data?**

As a booking customer, we need to hold your personal data on our database such as your name, address, contact and organisation details. This information is used to manage your event booking, invoicing etc.

### **How we store your information**

This information is held in a password protected database which is stored on a secure server in our central office. In addition to our electronic records, we also hold photocopies of booking forms in a secure cabinet. These files contain a manual record of the booking and are for the convenience of our staff should we be unable to access the database in instances such as a power cut.

### **How long will we hold your personal data?**

Your data will be held for the financial year in which the booking is made plus one further year. Once the retention period has elapsed, we will ensure that any personal information is destroyed by secure means, i.e. by shredding, pulping or burning.

### **Our legal basis for holding your information**

It is necessary for Headway Devon to hold this information so that we can deliver our contract with you for invoicing purposes. In addition, we would like to ask to store photographs or videos of you and make contact with you about other learning events we may hold in the future. In this case, we are asking for your explicit consent. Unless you freely give this consent, we will not hold this information.

### **Who we will share your personal data with?**

Your data will not be shared with anyone outside of our organisation without your specific agreement. We share your information with software providers but ensure through strict data sharing agreements that they are responsible and legally compliant with your data.

We would never sell your data to any third parties.

### **Your rights**

You have the right to apply to us for a copy of the personal data being held and after we have confirmed your identity, we have up to one calendar month to get this information to you. We have the right to make a 'reasonable' charge for requests that are manifestly unfounded, excessive or repetitive.

You also have the right to instruct us to amend information that is incorrect and we must act within one month.

You have the right to request we erase your data and then we will investigate whether we can do so legally. If we are unable to do so we will inform you or we will erase your data within one month.

You have the right to ask us not to use your data. If we are unable to do so we will inform you.

You have the right to complain about the data that we hold and the way we hold and use that data.

### **Your right to complain**

In the event that you wish to complain about the way that your personal data has been handled by Headway Devon, you should write to the Data Protection Lead and clearly outline your case.

Ruth Wells, Data Protection Lead, The X Centre, Commercial Road, Exeter. EX2 4AD. Your complaint will then be investigated in accordance with our Complaints Procedure. If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

**Consent form**

We would like to ask your explicit consent to contact in the future about learning events. There will be instances at Headway Devon when photographs and video footage will be taken of learning event customers and sometimes film or videos made by the Press or television companies. Some of these images will be used for teaching, publicity and fundraising purposes and some may be uploaded onto "YouTube".

It is often quite likely that other attendees, speakers, staff members, volunteers and clients who are not the intended subject will feature in this footage.

It is important that we are able to protect your anonymity if you so wish, but equally important that we have your agreement to the publication / release of pictures or film if you should appear in them. Therefore we ask that you signify below your approval for the publication of such items if you are content to do so or alternatively to indicate your wish not to have them published.

We have to have your permission to take photographs or videos and you have the right to change your mind at any time. We will then make every effort to destroy anything that we have taken although if items have been published externally we may not be in control.

As a result, I would like to ask you to confirm that you agree for us to use and hold photographic and video images of you.

I..... (name of customer)

**Please tick as appropriate:**

- 1) Agree to my personal data being stored and retained by Headway Devon as described in the communication entitled **Consent form** :
- 2) I am willing to be added to the learning event mailing list for news, events and offers :
- 3) I am willing for any photo / film of me to be published or shown :

Signed: .....

Date: .....

Company: .....