

SAXON HALL/SOUTHEND MASONIC CENTRE - PRIVACY POLICY

Our Privacy Principles

We will look after any personal information you share with us.

This is central to our values as a company. We want everyone to feel confident about how any personal information they share will be looked after or used.

You can be confident that:

- We only use personal information in the ways we need to and that is expected of us.
- We only use your personal information if you have previously told us that it's OK.
- We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications. We promise that any request will be respected in a timely fashion.
- We will never release your information to organisations outside of Saxon Hall/Southend Masonic Centre for any purpose.
- We will take reasonable care to safeguard your personal information through security policies and secure business processes.
- We will always provide easy ways for you to contact us. Our General Manager is happy to answer any queries you have, at any time.

PRIVACY NOTICE

1. The Purpose of this Notice

This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

2. About Us

Saxon Hall/Southend Masonic Centre is a Limited Company. Robert Potter is the General Manager.

This means that he is responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

The General Manager is also the Data Protection Officer. As Data Protection Officer he is the Data Protection Point of Contact and is responsible for assisting with

enquiries in relation to this privacy notice or our treatment of your personal data. Should you wish to contact our Data Protection Point of Contact you can do so using the contact details noted at paragraph 9.

3. How we may collect your personal data

We obtain personal data about you, for instance, when:

- You request a quote from us in respect of services we offer.
- You contact us by email, telephone, post (for example when you have a query about our services).
- From third parties and/or publicly available resources.

4. The type of information we hold about you

The information we hold about you may include the following:

- Your personal details, such as your name and address.
- Details of contact we have had with you in relation to the provision of our services.
- Details of any services you have received from us.
- Our correspondence and communications with you.
- Information about any complaints and enquiries you make to us.
- Information we receive from other sources, such as publicly available information.

5. How we use personal data we hold about you

We may process your personal data for purposes necessary for the performance of our contract with you and to comply with our legal obligations.

We may process your personal data for the purposes of our legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This includes processing for marketing, business development, statistical and management purposes.

We may process your personal data for certain additional purposes with your consent and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.

Please note we may process your personal data for more than one lawful basis depending on the specific purpose for which data we are using your data.

Situations in which we will use your personal data

We may use your personal data in order to:

- Seek your thoughts and opinions on the services we provide; and notify you about any changes to our services.

If you refuse to provide us with certain information when requested we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

Data retention

When assessing what retention period is appropriate for your personal data, we take into consideration:

- The requirements of our business and the services provided.
- Any statutory or legal obligations.
- The purposes for which we originally collected the personal data.
- The lawful grounds on which we based our processing.
- The types of personal data we have collected.
- The amount and categories of your personal data and whether the purpose of processing could be reasonably be fulfilled by other means.

Change of purpose

Where we need to use your personal data for another reason, other than the purpose for which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

6. Data sharing

We will share your personal data with third parties where we are required by law, where it is necessary to administer the relationship between us or where we have another legitimate reason in doing so.

7. Data security

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees or agents who have a business need to know. They will

only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

8. Rights of access, correction, erasure and restriction

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details provided.

Our rights in connection with personal data

- To request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully
- To request correction of the personal data we hold about you.
- To request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it.
- To object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing reasons.

If you want to exercise any of the above rights, please email our data protection point of contact Robert Potter on robert@saxonhall.co.uk.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

9. CONTACT US

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal data, please email our data Protection Point of Contact:

Robert Potter robert@saxonhall.co.uk or telephone 01702 545554.