

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to work with you and to understand and plan the services you need.

Date of Issue: 20 Mar 2018

Update History:

20 Mar 2018	First issue of a new Privacy Notice

Directorate: Economy and Environment
Service: Public Protection Partnership
Team: Culture

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

James Gore AMBCS BA

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

What data will we collect about you?

If you are booking tickets for an event we will ask for:

- your name
- email, address
- telephone number.

If you are making a room booking then we will also require:

- your company name, address and registration details

What will we use your data for?

We will use your data to:

- contact you with specific information about the event or room booking that you have made
- to confirm your booking
- to send you a receipt

You may be asked if you would like to opt-in to our mailing list. If you consent, you will receive monthly emails providing information about events and activities at Shaw House, West Berkshire Museum or West Berkshire Libraries. You can unsubscribe at any time to stop receiving messages.

Who will see your data?

Your data will be seen by the West Berkshire Council Heritage Services Marketing team (Public Protection and Culture) and Visitor Services Assistants employed by the Council.

Your right to refuse

You don't have to consent to us collecting and using your data, it's your choice. If you decide not to consent, we won't be able to take your booking.

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on the Council's database designed and will be protected using up-to-date technical and organisational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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