

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 February 2018

Update History:

20 Feb 2018	First issue of a new Privacy Notice
13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Resources
Service: Strategic Support
Team: Communications

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

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

What data will we collect about you?

We will collect and store your first name, last name and email address.
If you choose to supply them, we will also store your phone number and address.

In some cases we may ask for and store your date of birth, for instance where attending an event is restricted depending on how old you are.

What will we use your data for?

We will use your data to record attendance at events we and our partners organise. This will include using the data to make sure our venues are big enough to hold everyone who wants to come, or to allow us to contact you to advise if they need to be cancelled or postponed

Who will see your data?

- West Berkshire Council staff involved in organising and administering the event – this could include staff in any service that uses the booking system
- If the event is organised by a partner, partner staff involved in organising the event
- Administrators of Booking Bug, the system we use to store your data – you can read Booking Bug’s privacy notice online here - <https://www.bookingbug.co.uk/privacy>

We won’t sell, transfer or otherwise tell other organisations or people about the information you give us.

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 book you onto our event system and you won’t be able to attend as a result.

You may choose to opt-in to marketing emails from us about events we think you may be interested in, but we’ll also give you the chance to opt back out again if you do.

How long will your data will be kept?

Your data will not be kept any longer than necessary.

If you choose to book a ticket as a “guest”, we will keep your details until the event is concluded. If you choose to register an account with us, we will store your details according to our retention schedule, or until you tell us to stop.

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 in the council’s database designed for bookings 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 European Union.

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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