

## **CUFOS Data Protection Policy Party and Special Event Hirers**

CUFOS uses email and telephone to communicate with any person or persons who hire the building for a one-off event such as a party, a special occasion, or a meeting. To take bookings for these events, it is essential that certain information be collected and maintained, as follows. *N.B.: All communications with hirers are on an individual basis; there is no mailing list.*

### **1) Type of Information Collected**

For all bookings, the following information is gathered:

- Name, address, phone number, and email addresses of the hirer.
- Date, time, and nature of the event (children's party, charity event, meeting, etc.)
- Payment information (cheque or payment via BACS)
- Bank details for deposit refund

*All the above information is provided on a Booking Form that is filled out, signed, and dated by the hirer.*

### **2) Where the Information Is Stored**

All data is collected and maintained by hand, as follows:

- The time of the booking and the hirer's name, phone number, and email address are entered into a desk diary.
- A log of each booking received is maintained in a separate notebook that also records the hirer's name, phone number, and email address, as well as logging when Booking Forms were sent to the hirer and when completed Forms have been received.
- Booking Forms completed by hirers are kept in a ring binder, and all notes regarding the booking are made directly on the hard copy.
- Bank details for issuing refunds are noted on the Booking Forms and transmitted to the CUFOS Treasurer every two weeks.

*Note: CUFOS does not enter any data into a computerised database. All documents are filed and maintained by the CUFOS Bookings Officer, or by the Officer's backup.*

### **3) How the Information Is Used**

All booking information is used solely for the purpose of communicating with hirers regarding the status of their event, their payment for same, and their refund following the event, as well as to answer any questions they may have, whether by phone or email.

*No data is ever stored or used for marketing purposes.*

### **4) Maintenance and Disposal of Personal Data**

- A) Booking Forms are held in a locked filing cabinet for no more than a year, and are then destroyed by being shredded or burned.
- B) Desk diaries are held in a locked filing cabinet for no more than five years, whereupon they are destroyed.
- C) The Log of Bookings Received is maintained until the notebook is full, whereupon it is destroyed.
- D) Bank details are deleted from the CUFOS banking system as soon as refunds have gone through to the hirers.

### **5) Email Communications and Maintenance**

All email communications regarding bookings are sent to and from the following address:

bookings@cufos.org.uk (backup address: cufosbookings@gmail.com). Only the Bookings Officer and her or his backup are able to access this email account. Received messages that must be saved for any reason are stored on the secure email server. Otherwise messages are deleted once they are dealt with.