

Lochranza & Catacol Village Hall Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details

Email

lochranzacatacol@gmail.com

What information we collect, use, and why

We collect or use the following personal information to comply with legal requirements (***Where the members of a Scottish Charitable Incorporated Organisation are not identical to its charity trustees (that is, where it has a two-tier structure), it also has a duty to keep a register of its members, which is to be updated within 28 days of any change being notified to the SCIO.***):

- Name
- Address
- Email (or preferred method of contact)

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you

How long we keep information

We keep Member information for 6 years after cessation of membership.

We keep individual Members' details in the following format. Electronically in a secure storage area.

NAME	ADDRESS	EMAIL (IF GIVEN)	DATE OF REGISTRATION	DATE ON WHICH PERSON CEASED TO BE A MEMBER

Organisations who also want to become Members will have their details recorded as follows. Electronically in a secure storage area.

CORPORATE BODY with charity and/or company number if given <i>(INCLUDING ANY OTHER NAME(S) BY WHICH BODY IS KNOWN)</i>	ADDRESS	PRINCIPAL CONTACT (& EMAIL ADDRESS IF GIVEN)	DATE OF REGISTRATION	DATE ON WHICH ORGANISATION CEASED TO BE A MEMBER

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- We would only share this information if requested by OSCR or SCIO authorities for lawful purposes. If the request is reasonable, Members can request a copy of the list but this would only have names.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated – 2nd June 2026