



PROTECTING YOUR DATA

GDPR (GENERAL DATA PROTECTION REGULATION)

Protecting the information you share is extremely important to us. Here are some things to know about what we collect, why we collect it, how we use it and with whom we share it. If you have any queries, please don't hesitate to contact us.

1. WHY DO WE COLLECT YOUR DATA?

Who	Why
Members	To provide you with membership services and as required by law.
Staff	To manage your employment with us
Volunteers	So we can take you up on your offer
Supporters	To let you know what's going on
Lessees	To let you use the building
Hirers	To let you use the building
Enquirers	So we can answer your query

2. WHAT KIND OF DATA DO WE COLLECT?

Who	What
Members	Name, contact details, start of membership, end of membership, type of membership
Staff	Payroll, tax, working time, role, skill level, appraisal details, and other information as detailed in the employment contract.
Volunteers	Contact information, availability, skills

Supporters	Contact information
Lessees	Information required for the contract
Hirers	Information required for the contract
Enquirers	Contact information and that required to respond to the enquiry

3. HOW LONG DO WE KEEP YOUR DATA?

Who	What
Members	For up to three years after your membership ends or longer if required by law
Staff	For up to five years after your employment ends
Volunteers	Until you ask to come off the volunteers list
Supporters	Until you ask to come off the supporters list
Lessees	As required by contract law
Hirers	As required by contract law
Enquirers	Until six months after the query has been answered so we can respond to follow-up questions or as soon as you ask for the information to be deleted.

4. WITH WHOM DO WE SHARE YOUR DATA?

Who	Whom (see Compliance and Security below)
Members	As required in law
Staff	Credit Reference Agencies, HMRC, other government bodies as required by law.
Volunteers	We do not share this data
Supporters	We do not share this data
Lessees	As defined in contract
Hirers	As defined in contract
Enquirers	We do not share this data

COMPLIANCE AND SECURITY

It may be necessary for us to disclose your personal data to public and governmental authorities for reasons of national security, law enforcement or other issues of public importance. Where legally permitted we will inform you ahead of such transfer.

We may also disclose personal information if we determine in good faith that disclosure is necessary to protect our rights, resolve legal conflict, enforce our terms and conditions, investigate fraud or protect our users.

5. WHAT ARE YOUR RIGHTS?

YOU CAN ACCESS YOUR PERSONAL DATA OR REQUEST IT BE DELETED¹ OR CORRECTED AT ANY TIME. YOU CAN ALSO ASK TO RECEIVE YOUR PERSONAL DATA IN A STANDARD FORMAT.

You can object to your data being processed or request its use be restricted.

To make a request or complaint, please email secretary@tlchub.org.uk.

Finally, should you feel it necessary, you have the right to lodge a complaint with the Information Commissioner's Office.

Our full GDPR Policy is available.

¹ Data can only be deleted if it is not required, for instance you cannot request for your membership information to be removed whilst remaining a member.