



Data Protection Policy

Background

In common with other organisations, QMH is required to safeguard the privacy of data held relating to hirers who are individuals. In practice the same approach is taken for data relating to hirers who are organisations. QMH aims to comply fully with the requirements of the 2018 General Data Protection Regulation (GDPR) and this document sets out the principles and processes that are followed to ensure compliance. The trustees of QMH are jointly responsible for compliance.

Principles

The following principles are followed:

- The only data collected from hirers is that needed to administer their booking(s)
- Personal data is not used for any purpose other than administering bookings
- Data is not shared with any other organisation
- Data about hirers is deleted from systems on a regular basis and only retained if the hirer has a current or recent booking
- Hirers are made aware in a Data Privacy Notice of the collection of their data, the use made of that data and their rights in respect of that data

Processes

Personal data relating to hirers is collected via a paper booking form and/or the online booking system. It is held in digital form within the booking system. QMH, as Data Controller, has confirmation from the organisation hosting and processing the data that their controls and processes comply with GDPR requirements.

Personal information held in the booking system is deleted on a regular basis, at least once a month, except that held for hirers who have made a booking since the beginning of the previous calendar year. Paper booking forms are destroyed on a regular basis, no later than six months after completion of the booking.

Compliance checking of the deletion of computer records/destruction of paper booking form will be undertaken annually. Compliance will be recorded in the summary at the end of this policy.

Bank account information may be collected from hirers if a deposit has been paid that will need to be returned by BACS. That information is used to refund the deposit payment via online banking. Details held in the bank systems are deleted by QMH within six months of the transaction completing.

Hirers have rights regarding their data and these are explained in the Data Privacy Notice, which is issued to all new hirers and is available on the QMH website. On request, QMH will provide hirers with the information held about them and will correct any errors notified. If a hirer requests that all data held about them be deleted, QMH will do so as soon as possible but any current bookings made by the hirer will then be cancelled. Data would then be recollected if a further booking is made subsequently.

Adopted on: 21 January 2020

Last reviewed: January 2021

Next review due: January 2022

Annual Compliance Check

Last Compliance Check	Verified by
March 2021	Kath Heirons
February 2022	Kath Heirons

Table of amendments

Date	Amendment
January 2021	Addition of Annual Compliance Check confirmation table
January 2022	No amends required