



SANDOWN TOWN COUNCIL

Broadway Centre Bookings

Privacy Policy

1. Introduction

We value your trust and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard data when you make bookings through the Broadway Centre's online page.

2. Information We Collect

When you use our bookings page, we may collect:

- **Personal details:** name, email address, phone number.
- **Booking information:** date, time, type of activity or room reserved.
- **Payment details:** if applicable, processed securely through third-party providers.
- **Technical data:** IP address, browser type, and usage statistics for site improvement.

3. How We Use Your Information

We use your information to:

- Process and confirm bookings.
- Communicate with you about your reservations.
- Manage community centre operations and scheduling.
- Improve our services and website functionality.
- Comply with legal and regulatory requirements.

4. Sharing of Information

We do not sell or rent your personal data. We may share information only with:

- **Service providers** (e.g., payment processors, IT support) who help us operate the bookings system.
- **Authorities** if required by law or to protect safety and security.

5. Data Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, loss, or misuse. Payment information is handled securely by trusted third-party providers.

6. Data Retention

We retain booking records and personal information only as long as necessary for operational, legal, or accounting purposes. After this period, data will be securely deleted.

7. Your Rights

You have the right to:

- Access the personal data we hold about you.
- Request corrections to inaccurate information.
- Request deletion of your data, subject to legal obligations.
- Withdraw consent for communications at any time.

8. Cookies and Tracking

Our bookings page may use cookies to enhance user experience and analyze site traffic. You can manage cookie preferences through your browser settings.

9. Contact Us

If you have questions about this Privacy Policy or how your data is handled, please contact us at:

Broadway Centre Bookings Team

Email: admin@sandowntowncentre.gov.uk

Phone: 01983 300 329

Address: Broadway, Sandown, Isle of Wight, PO36 9GG