

GDPR (2018) Full Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is **MASTER PARK, OXTED, SURREY.**

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data.

How we collect your information

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in park forms, when you make enquiries on our website, or when you interact with us during your time on the park
- From someone else who has contacted us on your behalf (for example a family member or carer who has provided us with your contact details for the purpose of using the Park Hub / Park);

The types of information we collect.

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) your gender and your date of birth as well as records of communications and interactions we have had with you).
- Financial information, including Direct Debit / Standing Order details if making bookings with us.
- Certain other information which you volunteer when making use of your park benefits (for example, making use of Venue facilities).

How we use personal data

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your Venue use, including:
 - informing you about Park Hub / Park facilities opening hours.
 - taking payment.
- Fulfilment of orders for goods and services.
- Research and statistical analysis about who is using the Park Hub / Park.
- Communication about the Park Hub / Park activities that we think may be of interest to you.
- Promoting the Park and promoting goods and services of third parties (for example, classes / organisers of events) where we think this will be of interest to you.

Sharing your information with others - We do not sell or share your personal data for other organisations to use

Your marketing preferences - We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order

for us to fulfil our contractual obligations to you as a user of the Park Hub / Park. Examples of these essential service communications are:

- Records of transactions, such as payment receipts Standing Orders or Direct Debit confirmations (as applicable).
- Renewal reminder, notices of formal meetings and information about Park Hub / Park closures and holiday opening hours.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting **Master Park** Telephone: **07908 014525** Email: **hello@masterparkoxted.org**

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it. For most data, this means we retain it for so long as you have valid Park Hub / Park usage and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact **Master Park** by email: **hello@masterparkoxted.org** / telephone: **07908 014525**

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.

This Policy is reviewed every two years (or earlier if there is a change in national legislation).

Master Park Chair **Pammy McNaughton**: Date: 2025