

THE AZELIA HALL CHARITY

CHARITY NO: 214872

258, CROYDON ROAD, BECKENHAM, KENT, BR3 4DA

07542 600370

AZELIA HALL – PRIVACY POLICY

Last updated: 1st April 2026

The Azelia Hall Charity (“we”, “us”, “our”) is committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect personal data when you contact us, hire the hall, apply for a grant, or use our website.

We are a registered charity in England and Wales (Charity No. 214872).
Our address is: 258 Croydon Road, Beckenham, Kent BR3 4DA.

1. What personal data we collect

We collect and process personal information that you provide to us, including:

Hall users and hirers

- Name and contact details
- Organisation name (if applicable)
- Booking information
- Payment details (we do not store card information)
- Any information required for safe use of the hall (e.g., insurance, safeguarding policies)

Grant applicants

- Name and contact details
- Organisation details and status
- Information provided in your application
- Bank details for successful grant payments
- Supporting documents (e.g., letters, reports, evidence of need)

Website visitors

- Information submitted through our contact form
- Technical data such as IP address, browser type and basic analytics (non-identifying)

General enquiries

- Any information you choose to provide when contacting us

We do not collect unnecessary or excessive information.

2. How we use your personal data

We use your information to:

- Manage hall bookings and communicate with hirers
- Administer and assess grant applications
- Maintain accurate financial and administrative records
- Respond to enquiries
- Meet our legal and regulatory obligations as a charity
- Improve our website and services

We will only use your data for the purpose for which it was provided.

3. Our lawful basis for processing

Under UK GDPR, we rely on the following lawful bases:

- Contract – to manage hall bookings and hire agreements
- Legal obligation – to meet charity, financial and reporting requirements
- Legitimate interests – to operate and improve our services, manage enquiries, and maintain records
- Consent – where you have explicitly agreed (e.g., for optional communications)

We do not use your data for marketing.

4. How we store and protect your data

We take appropriate technical and organisational measures to keep your data secure, including:

- Password-protected systems
- Restricted access to personal data
- Secure storage of paper records
- Regular review of data retention and deletion practices

We do not sell or share your data with third parties for marketing.

5. Who we share your data with

We may share your information with:

- Trustees and authorised volunteers
- Our Hall Manager
- Professional advisers (e.g., accountants, independent examiners)
- Service providers who support our operations (e.g., IT or website hosting)

We only share what is necessary and always ensure your data is protected.

We will never sell your personal data.

6. How long we keep your data

We keep personal data only for as long as necessary:

- Hall bookings: usually up to 6 years (for financial and audit purposes)
- Grant applications: up to 6 years after the end of the grant
- General enquiries: up to 12 months
- Website analytics: typically 12–24 months (non-identifying)

After this, data is securely deleted or anonymised.

7. Your rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data (where legally possible)
- Object to or restrict processing
- Withdraw consent (where consent is the basis for processing)
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, contact us at: manager@azeliahallbeckenham.co.uk

8. Cookies and website analytics

Our website may use basic cookies or analytics tools to improve functionality and understand how visitors use the site. These do not identify individuals.

You can adjust your browser settings to refuse cookies if you prefer.

9. Links to other websites

Our website may contain links to external sites. We are not responsible for the privacy practices of those websites.

10. Contact us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

The Azelia Hall Charity
258 Croydon Road
Beckenham
Kent BR3 4DA

Email: manager@azeliahallbeckenham.co.uk