



Room Bookings and Visitors Privacy Notice

At Westbank we are committed to protecting your privacy. We recognise your personal information belongs to you. We protect any personal information you give us when either you contact us in person, by phone, in writing or when using our website.

Why we hold personal information?

In line with our mission to promote and improve the health and wellbeing of people, we process personal information to enable us to:

- Keep a record of who is on site for Health and Safety purposes
- To manage internal and external bookings of our spaces and hospitality requests.
- Maintain our own accounts, records and other legal and contractual requirements.

What sort of information do we collect about you?

Visitors

- We ask you to sign in your name, who you are visiting, vehicle registrations and in and out times
- If you are attending a clinic your name and appointment time will have been shared with us by the clinic
- We keep daily summary statistics of the number of visitors to the Budleigh Hub
- Information about incidents, accidents and near misses
- If you are a gym user there are separate privacy notices

Room Bookings

- Your contact details including business details if appropriate
- Details of your booking requests
- Financial records
- Information about incidents, accidents and near misses whilst using our premises.

How we use your information

	Our reasons for processing	Our legitimate interests (where Applicable)
Visitors To maintain a record of who is attending Budleigh Hub for appointments or other visitor	Our Legal Duty Our tenants provide a list of clinical appointments for the day as part of a Health and Social Care service	

Room Bookings To record room and hospitality requests and bookings	A contract between us	
To process financial records accordingly	Our Legal Duty	
To record any incidents or accidents	Our Legal Duty	

How long do we keep information about you?

a) General Visitor Information:

The signing in form is destroyed within 2 days.

b) Visitors to clinics:

- Day lists of appointments are destroyed the same day.
- Clinical records are securely stored in sealed bags until collected by the NHS (max 3 days).

c) Room Bookings:

A file copy of your booking is kept for 6 months, a record on the bookings database for 12 months

d) All Users

- Any Financial records will be kept for 7 years.
- Records of any accidents, incidents and near misses will usually be kept for 3 years but depending on the incident type this might be longer, as regulations dictate, but we will tell you.

Who do we share your Information with?

Room Bookings: Details of the meetings and who has booked them are available on internal room calendars to Westbank staff so we can connect visitors to the correct meetings.

Your rights

You can exercise your rights below by contacting Debbie Avery, Data Protection Lead, Westbank Community Health and Care, Farm House Rise Exminster EX6 8AT 01392 824752. feedback@westbank.org.uk

Can I withdraw consent?

If we hold information about you because you have given consent you have the right to withdraw the consent e.g. from receiving event or promotional information.

Right to complain

We take all complaints about data privacy very seriously. You may send your complaint to Debbie Avery: feedback@westbank.org.uk t: 01392 824752

You also have the right to complain to the regulatory authority. You can contact the Information Commissioners Office t: 0303 123 113 or via a link on their website

<https://ico.org.uk/>

Right to have details of your personal data we hold

You have a right to request details of the information we hold about you. It is free of charge and the law expects us to respond within one month and in an accessible format. You will need to prove your identity to us before we are able to respond.

Right to have errors corrected

If you believe there may be an error in the information we have about you, please contact us and we will correct it.

You have a right to object

You can object to us processing your information where we say we are doing so in our legitimate interest, direct marketing or for research and statistics.

Your right to restrict processing

You can ask us to stop further processing of your information if you think it is inaccurate, if we don't have a legitimate reason to process, or if we no longer need it but you are considering/defending a legal claim or if you have objected to processing and we are considering whether there are legitimate reasons that override your objection.

Right to have your personal information deleted

Contact us if you wish to have your personal information deleted. Please note we may not be able to delete all or part of your personal data if it is a legal or contractual requirement to hold it e.g. financial transactions, or because we have anonymized your personal data and thus we cannot identify your information

Rights in relation to automated decision making and profiling

Westbank does not use profiling or automated decision making.

The care of your information

We try to take great care of your information, whether held on paper or electronically. As part of the services offered to you, the information which you provide to us may be transferred to servers within the European Union ("EU") or countries and companies designated as adequate under the General Data Protection Regulation and provide similar protection to those located in the UK.