



## Lancaster District Community & Voluntary Solutions

### Privacy Notice

#### Relating to: Events & Training Bookings

##### *What information do we process?*

When you book a ticket for an event or training activity (referred to from now on as events/s), your data is initially stored and processed by TryBooking UK Ltd. You can find out more about how TryBooking collect, use and handle personal information by reading their privacy policy, available at <https://trybooking.com/uk/info/privacy>

Personal data collected during the booking process may include:

- Your name
- Information about your work or volunteering including organisation name and your role there
- Your email address
- Your access needs and dietary requirements
- Your responses related to other questions such as workshops or groups you wish to attend as part of the event (which are unlikely to be considered personal data as they relate to attendance as part of your work or volunteer role)

LDCVS may transfer this data from TryBooking and store and process it in other systems. This Privacy Notice explains how and why we do this, and your rights over this data.

##### *How do we collect this information?*

We collect this information through the TryBooking system.

##### *Why do we need this information?*

- To contact you with information about the event, such as joining instructions
- To record attendance
- To help us understand who (in particular, which organisations) are making use of our events, and to record our provision of training opportunities to organisations and individuals over time
- To help us deliver activities as part of the event

- To ensure your specific needs are catered for
- To gather post-event feedback

*How do we store and process this information?*

The information is initially stored and processed on systems provided by TryBooking UK Limited. We accept their terms of service which state how their systems comply with data protection legislation and GDPR. Further information can be found at <https://trybooking.com/uk/info/privacy>

We may also store this information on systems provided by Microsoft Limited and Salesforce UK Limited, and process it using their software. We accept their terms of service which state how systems comply with data protection legislation and GDPR. Further information can be found at <https://docs.microsoft.com/en-gb/legal/gdpr> and [compliance.salesforce.com/en/gdpr](https://compliance.salesforce.com/en/gdpr)

*Who do we share this information with?*

We may share some information with the event facilitator and venue, to ensure the best possible event delivery.

After the event, we may also share anonymised and aggregated data about post-event feedback with the facilitator, from which individuals cannot be identified.

In some cases we may also share attendance information with your organisation.

*What are your rights over personal information we hold for this purpose?*

You have certain rights relating to personal data under UK law (see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>).

You have the right to a copy of all the information that we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). You also have the right to have any inaccurate information changed. To ask for changes, or obtain a copy of the information we hold, telephone or e-mail us. We will first need to verify your identity and then will aim to reply within 20 working days and, in any case, within the legal maximum of 30 days.

If you have any concerns about the data we hold on you, you can raise these by writing to us at [hello@lancastercvs.org.uk](mailto:hello@lancastercvs.org.uk), or telephoning 01524 555900. You also have the right to lodge a complaint with the Information Commissioner's Office (<https://ico.org.uk/concerns/>)

You can find further information in our Data Protection Policy, published on our website or available through the contact details above.

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