

## Privacy Notice

Here at Signing Rooms, we take your privacy seriously and will only use your personal information to provide the products and services you have requested from us. We therefore follow the mandatory regulations set out in the Data Protection Act and GDPR (General Data Protection Requirement).

### Who are we and what do we do?

The Signing Rooms currently offers rooms to hire on an hourly basis to the general public and to professionals for various purposes. Through our website, we advertise our facilities and offer a booking system to book the rooms required. We also advertise and promote details about a current regular hirer.

### When do we collect information about you?

- When you enquire about a service or room hire.
- When you book a room to hire
- When you book a birthday party
- When you purchase merchandise

### What information do we collect and for what purpose?

- Name, Address, Telephone and Email which, with your permission, is used to communicate to you, information regarding your booking.
- Details of your booking including, the room, dates and times hired, and any extra facilities required
- How you heard about Signing Rooms e.g. Internet, Word of Mouth which we use to ascertain the effectiveness of advertising.
- When you hire a room, a record is kept electronically/on paper of who has hired these rooms.
- Your contact details may be used to promote your services on our website if you are a regular hirer.
- Statistical IP address data from your visit(s) to Signing Rooms website may be picked up by Facebook Pixel. This data is used to understand how you are using our website.
- Confirmation of receipt for payment of booking are sent when payments are received.
- No bank account or card information is stored by Signing Rooms.
- Payments are currently processed using online personal banking or Paypal. Only personal details, along with how you paid will be on the payment confirmation.

## Who might we share your information with?

Signing Rooms does not share any of your personal information with any other party. Information is not sold on to other agencies. However, if you request to use outside caterers or external services then your initial contact details may be passed on at your discretion only.

## *Where is information stored and for how long?*

All information regarding bookings is stored on a database supplied by The Signing Company and held on Google cloud servers in Iowa, USA; Eemshaven, Netherlands; London, UK; and Singapore. The servers are housed in locked, secure locations and only staff with the relevant authorisations can access them. Non-standard usernames and 12-digit complex passwords to access the server are used and only one account has remote access rights to the server, limiting access further. This means that the company does nothing with the data other than to hold it, back it up and restore it as required.

(<https://ico.org.uk/ESDWebPages/Entry/Z316805>)

If a customer's data is deleted by The Signing Rooms, the data will remain on the server for 7 days. It will then not be accessible by The Signing Rooms, only in case of data restore.

Data will be deleted from the database, if, after 5 years there is no activity with you. Any paper documents relating to bookings are shredded at the end of the session or term.

## How do I find out what information you are holding?

In writing, or via email. Should you wish to receive the details that we hold about you, please contact us using the contact details below.

P.T.O

## How can I change my preferences?

In writing, via email, or via the website if an account holder.

If you consent to us contacting you for the purposes stated in the What information do we collect and for what purpose, please tick to say how you would like us to contact you:

- Post
- Email
- Telephone
- Text message
- Automated call

### Request for Information Address

The Signing Rooms Ltd  
Personal Data Request  
10a Sun Street  
Hitchin  
SG4 1AE  
Bookings@signingrooms.co.uk

## Changes to our Privacy Notice

The Privacy Notice will be regularly reviewed and updated where appropriate. This Privacy Notice has been compiled in May 2020.