

Personal Data Protection

All BookMe application users have certain rights in relation to their personal data including the right to object to processing of their data in certain circumstances. All of these rights are set out below in this Personal Data Protection notice.

1. Users' personal data

'Personal data' is any information that relates to a living, identifiable person. This data can include the user's name, contact details, and other information we gather as part of our relationship with users.

It can also include 'special categories' of data, which is information about a person's proficiency or skill level, sex or age. The collection and use of these types of data is subject to strict controls.

We are committed to protecting personal data, whether it falls into 'special categories' or not, and we only process data if we need to for a specific purpose, as explained below.

We collect personal data mostly through our contact with users, and the data is usually provided by users, but in some instances we may receive data about users from other people/organizations. We will explain when this might happen in this Notice.

2. Legal Basis for processing

2.1 Personal Data Description

Application User's name, surname, address, email address, telephone number(s), date of birth, bank details, credit card information, Customer, membership or library number, customer account number, photographic images, marketing preferences, details of financial transactions, chats, services provided/activities undertaken, location, date and time of visits, disability status or special needs information, lifestyle, work.

Name, address, email, telephone number, bank details of a Guarantor/Parent/Carer of a child customer/member. Proof of identity documents, Professional Certificates.

2.2 Processing reason

Provision of services or facilities under a contract; keeping and updating of records and details associated with that contract; Membership and bookings administration and service updates; general correspondence connected with the services being provided; dealing with complaints or queries.

Protection of the business from financial risk; provision of applicable discounts and benefits; keeping of mandatory financial records

In respect of recorded telephone calls, for training and development of staff; for case management of complaints and escalations; for the purpose of identifying the caller