

General Data Protection Regulation Policy – Privacy Notice

We value your privacy, that's why we're committed to protecting your data and abiding by GDPR Legislation. We're happy to explain the who's, what's, whys and how's of the personal data we collect, store and share.

Who...

Customer First Venue Services Ltd t/a the**studio** is privately owned and currently operating in the UK. Our head office is based in Birmingham. We have venues for meetings and events in the city centre of Birmingham, Manchester, Leeds and Glasgow.

What...

Personal data is any information that can be used to identify you as an individual (like your name, address, email and the company you work for). We collect information about yourself when you:

- Enquire about our services
- Fill in enquiry forms
- Respond in feedback forms
- Engage with us on Social Media

We also track our website activity through smart tool Google Analytics and have CCTV throughout our venues.

Why...

Here's a few reasons why we'd collect your personal data:

- Account management (to make booking with us a breeze, we store your personal data for ease. This will be kept as long as is reasonable in the managing of your account)
- Service requirements (special dietary information)
- Security reasons (CCTV)

How...

We always have your best interest at heart, it's one of the reasons our mission statement is customer first! This ethos runs throughout thestudio's philosophy, even when it comes to handling your personal information. We will only ever use the information provided by yourself to improve our services with you in mind, ensuring the best experience possible at our venues.

Information we may use:

- Feedback responses
- Specific delegate information (disabilities/special diets)
- Account details

We will **ALWAYS** get in touch before ever using anything disclosed to us privately for use on our website site or other online sites we have a presence on.

Keep in touch...

With GDPR in action, if you'd like to receive exclusive information about our venues and the events, stay in touch and opt into our mail.

Marketing...

Consent is everything. Stay up to date with our exclusive offers and unique events by opting into our mailing service. Don't miss out as we won't be able to contact you about our brilliant deals if you're not part of our mailing service.

You can unsubscribe by opting out.

Accessing your information...

Like to know what personal information we've kept? No problem. You have a right to access a copy of the information we hold about you, if you'd like to know please put your application in writing.

Let's keep your data accurate and up to date! Please email us at hrmanager@thestudio.co.uk or call us on **0800 028 6694** if there is anything you want to change.

You can apply to have your data deleted. Please note we reserve the right to keep your data if we are legally obliged to do so, or to fulfil our contractual obligations to you.

Contacting us...

If you'd like to get in touch, you can write to us at:

The Studio

7 Cannon Street

Birmingham

B2 5EP

Or email us at: hrmanager@thestudio.co.uk Or call us on: **0800 028 6694**