



# DATA PROTECTION & PRIVACY NOTICE

The Sorting Rooms, Probus

**Effective from:** September 2026

**Review date:** September 2027

## Who is responsible for your information?

The Sorting Rooms is responsible for personal information collected for room hire, bookings and administration.

**Contact:** Emma Packer

**Email:** [emma@midcornwallmusictherapy.co.uk](mailto:emma@midcornwallmusictherapy.co.uk)

**Telephone:** 07989 812482

## What information do we collect?

We may collect:

- name and contact details;
- organisation, practice or professional role;
- booking dates, times and room hired;
- booking, cancellation and payment information;
- information needed to manage access to the building;
- relevant professional registration, insurance or qualification information where necessary;
- information relating to incidents, damage, health and safety or complaints.

We do **not normally collect or hold clinical records about your clients**. Hirers are responsible for their own client records and associated data protection responsibilities.

## Why do we use your information?

We use personal information to:

- respond to enquiries and manage room bookings;

- arrange access and provide booking information;
- process and record payments;
- manage cancellations and room availability;
- maintain the safety and security of the premises;
- deal with incidents, damage, complaints or concerns;
- meet contractual, legal, health and safety or regulatory responsibilities; and
- communicate with you about your booking or the premises.

## Our lawful basis

Depending on the circumstances, we rely on:

- **contract or steps taken before entering into a contract** to arrange and manage bookings;
- **legal obligations** where we are required to keep or disclose information;
- **legitimate interests** in managing the premises, bookings, safety and security; and
- **consent**, where consent is specifically required.

## Who might we share information with?

Information may be shared where necessary with:

- landlords or property managers;
- booking, payment or other service providers;
- insurers or professional advisers;
- emergency services;
- regulators, public authorities or law-enforcement bodies where legally required or necessary.

We do not sell personal information.

## How long do we keep information?

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, taking account of contractual, accounting, legal, insurance, safeguarding and other relevant requirements.

Some records may need to be retained for longer where there is an ongoing complaint, investigation, dispute, insurance matter or legal requirement.

## Keeping information secure

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, alteration or disclosure. Access is limited to information that is needed for legitimate business purposes.

## Your rights

Depending on the circumstances, you may have rights to:

- request access to your personal information;
- ask for inaccurate information to be corrected;
- request erasure or restriction of processing;
- object to certain processing; and
- withdraw consent where processing relies on consent.

Some rights have exceptions or conditions under data protection law.

## Questions or concerns

If you have a question or concern about how your information is used, please contact:

**Emma Packer**

**Email:** [emma@midcornwallmusictherapy.co.uk](mailto:emma@midcornwallmusictherapy.co.uk)

**Telephone:** 07989 812482

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you are unhappy with how your personal information has been handled.

This notice will be reviewed regularly and updated where necessary.