

Privacy & Cookies Notice

This Privacy & Cookies Notice explains how personal data is collected and used when you visit or interact with <https://bilbrough.org.uk>.

This website is operated jointly by:

- **Bilbrough Parish Council**
- **Bilbrough Village Hall** (a registered charity)

Each organisation is responsible for its own content and activities, but both act as data controllers for this website.

What personal data we collect

We may collect and process the following information:

- Your name
- Your email address
- Your phone number
- Booking details and event information
- Messages you send to us
- Technical data such as IP address, browser type and device (via cookies)

This information is collected when you:

- Make a booking
- Send an enquiry
- Subscribe to updates
- Use the website

How your data is used

We use your personal data to:

- Manage village hall bookings and events
- Respond to enquiries
- Administer Parish Council and Village Hall services
- Meet legal and regulatory obligations
- Improve our website and services

We only use your data for the purposes it was collected for.

Legal basis for processing

We process your data under the following lawful bases:

- **Contract** – to manage bookings and room hire
- **Legal obligation** – for accounting, insurance and regulatory requirements
- **Legitimate interests** – to operate and improve our services
- **Consent** – for optional communications and cookies

Third-party booking system (LemonBooking)

Online bookings are handled by **LemonBooking**, which processes personal data on our behalf.

LemonBooking acts as a **data processor** and has its own privacy policy which explains how it protects your information.

You can view it here:

<https://lemonbooking.com/privacy>

LemonBooking may store data securely on servers located in the UK or EU.

Who your data is shared with

We do not sell or rent your personal data.

We may share data with:

- LemonBooking (for bookings)
- IT and website hosting providers
- Accountants or auditors
- Insurers
- Regulatory bodies when required by law

All third parties are required to keep your data secure and confidential.

How long we keep your data

We keep personal data only for as long as necessary:

- Booking records: up to **7 years** (for financial and legal reasons)
- Enquiries: up to **12 months**
- Mailing list data: until you unsubscribe

After this time, data is securely deleted.

Your rights

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion
- Restrict or object to processing
- Withdraw consent at any time
- Lodge a complaint with the **Information Commissioner's Office (ICO)**

www.ico.org.uk

How to contact us about data protection

If you have any questions about your data or this notice, contact:

Email: bookings@bilbrough.org.uk or clerkbilbroughcouncil@gmail.com

Cookies

Cookies are small text files stored on your device when you visit a website.

We use cookies on this website to:

- Make the site work properly
- Enable online bookings through LemonBooking
- Understand how visitors use the site

Types of cookies we use

Essential cookies

These are needed for the website and booking system to function and cannot be switched off.

Functional & booking cookies

Used by LemonBooking to manage room availability and bookings.

Analytics cookies (if enabled)

These help us understand how the site is used so we can improve it.

Managing cookies

When you first visit the website you will be asked to accept or reject non-essential cookies.

You can also control cookies through your browser settings.

Changes to this notice

This notice may be updated from time to time. The latest version will always be published on this website.

Statement date

Last updated: **11 January 2026**