

Privacy & cookies

We are committed to protecting the privacy of our customers and visitors to this website. Our privacy policy outlines what information is collected from customers and visitors to this website and explains how it may be used.

Personal data

When you make a booking request you will be asked to provide your full name, your email address and your home/office address. We use your name as an identifier to keep your bookings, invoices and payments separate from those of other customers. We use your email address to send you important information about your booking and the centre. You may also opt in to receive marketing emails if you wish. We use your home/office address when we generate invoices for your bookings.

If you choose to add your phone number to your profile, we can contact you directly if an urgent situation occurs which may affect the availability of your booking. If you do not add your phone number to your profile we will obviously still make every reasonable attempt to contact you if necessary.

If you choose to add your bank account details to your profile, we can quickly provide refunds and/or return deposits as appropriate. You can still receive refunds and/or returned deposits if you do not enter your bank details in your profile. Contact the centre manager for assistance.

Users' rights

You can - at any time - ask for a copy of the data the website holds about you. This information will be provided in both electronic and human-readable formats. You can also require that your user account is deleted at any time. In both cases, you will receive a response within 48 hours. You can find these controls on your user profile page.

Third parties

Google, Amazon, PayPal and SendGrid provide the hardware, software and online services that power Book-Online. We do not share your personal data with any other companies.

<https://cloud.google.com/security/gdpr/>

<https://aws.amazon.com/compliance/gdpr-center/>

<https://www.paypal.com/privacy-full>

<https://sendgrid.com/data-protection>

Other forms of data collection

We gather various pieces of non-personal information from all visitors to this site, such as approximate location, duration of visit, pages visited, type of browser and number of repeat visits. We use this data to gather broad geographic visitor information, improve our website, monitor traffic and usage patterns and for other general business purposes.

We use Google Analytics to collect and store this information and Google will also hold a copy of this information anonymously. You can view Google's own privacy policy and other legal documentation at: <http://www.google.com/privacypolicy.html>.

Cookies

Google Analytics generates statistical information about website use by setting cookies, which are stored on users' computers. The names of the cookies that are stored on users' computers by Google Analytics on behalf of this website are '_utmv', '_utma', '_utmb' and '_utmz'. You can read more about how Google Analytics works on the [Google Analytics website](#) and more about cookies in general by reading [this helpful article on cookies](#) from the BBC.

Other websites

This website contains some links to other websites and services. Please be sure to also read the privacy policies of any websites you visit from links on this website as we cannot be responsible for the privacy practices or the content of these websites and services.