

Privacy Notice - Lemon Booking System

All orders or bookings for services provided through Test Valley Borough Council, including those made by phone, online or in person, are processed through Lemon Booking (our booking system) and Stripe (our payment processing system).

Stripe is a highly trusted online card processor of both debit and credit cards and is compliant with Payment Card Industry Data Security Standard Version 4.0 – currently the highest level of compliance. We never store any of your bank details on any of our systems.

Mailing List

You may opt in to our mailing list by checking the Promotional e-mail box when registering your profile – this will allow us to send you information that may be of interest to you. You can opt out of the mailing list at any time by un-checking the Promotional e-mail box on your account found within the Notifications section of your profile.

Information We Collect

We may collect, store or use any of the following information in order to provide services to you:-

- Name, address, contact information (telephone/e-mail address) vehicle information for MOT bookings.
- Details of previous orders, bookings or transactions.
- Information that you provide to us for the purposes of registering with us.
- Information you provide to us in order to subscribe to our mailing list.
- Information about your computer and website visit – this may include your IP address, length of visit and number of page views – none of which can be used to identify an individual user.
- Any other information you chose to send us.
- Access requirements for bookings in rooms/The Lights theatre.
- Information you may provide us regarding the type of booking – community/business.

Provision of this information allows us to contact you with any relevant information in relation to your booking – for example, if we need to move the booking of a room, or if a show has been cancelled and we need to arrange refunds.

Cookies

As part of our booking system, it is necessary to use cookies on our website. These cookies are essential cookies and are used to improve your browsing experience and to understand how you use our booking system.

Security

We take the protection of your personal information seriously and have appropriate security measures in force to protect your data from unauthorised access and disclosure.

Your Rights

You have the right to ask for access to the information that we hold about you and to request that inaccurate information is corrected. You also have the right to request that your information is deleted. To exercise any of these rights please contact us at the following e-mail address – roombooking@testvalley.gov.uk