

Privacy Policy – The Anchor Room CIC

Last updated: October 2026

The Anchor Room CIC (“we”, “us” or “our”) respects your privacy. This policy explains what personal information we collect through our website, why we use it, how we look after it and the choices and rights you have.

1. Who is responsible for your information?

The Anchor Room CIC is the organisation responsible for deciding how and why your personal information is used. Under data protection law, we are the **data controller**.

Contact email: contact@theanchorroom.co.uk

Registered office: Box Makers Yard 504 Rosewood, New Kingsley Road, Bristol, England, BS2 0GL

Company number: 16492435 (incorporated in England and Wales on 3 June 2025)

2. Information we collect

Depending on how you use the website, we may collect:

- **Contact form information:** your name, email address, phone number and the contents of your message.
- **Newsletter information:** your name, email address and your preferences about receiving updates.
- **Workshop or programme registration information:** your name, contact details and information needed to manage your registration or participation.
- **Technical information:** information such as your IP address, browser and device details, and how you use the website. This may be collected through cookies or similar technologies, depending on the settings and tools used on the website.

Please only share information that is relevant to your enquiry or registration. Our website forms are not intended to collect detailed information about your health, experiences of abuse or other highly personal matters. If you choose to include such details, we will handle them with particular care.

3. How and why we use your information

We use personal information to:

- respond to messages and enquiries;
- manage workshop and programme enquiries, registrations and participation;
- send newsletters or other updates where you have chosen to receive them;
- operate, protect and improve our website and services; and
- meet legal obligations or deal with legal claims where necessary.

We will use your information only for purposes that are connected to the reason it was collected, unless another use is permitted by law.

4. Our legal grounds for using your information

Data protection law requires us to have a lawful basis for using personal information. Depending on the information and purpose, we rely on:

- **Legitimate interests:** for example, to respond to enquiries, manage registrations and run and improve our services. We consider your rights and interests when relying on this basis.
- **Consent:** for example, where you sign up to receive marketing emails, or where consent is required for non-essential cookies.
- **Steps at your request:** where we need to use information to take steps you have asked us to take before providing a service.
- **Legal obligation:** where we need to use or keep information to comply with the law.

Information about health, abuse or other highly personal matters may be **special category data** under data protection law. We do not intend to collect this through ordinary website forms. If we need to use such information, we will do so only where we have a lawful basis and an additional legal condition for special category data. Where appropriate, this may include your explicit consent.

5. Who we share your information with

We do not sell your personal information.

We may share it with service providers who help us operate the website and deliver our services, such as:

- website hosting and maintenance providers;
- email or newsletter providers;
- website analytics providers, if analytics tools are used; and
- other providers needed to manage registrations or communications.

These providers may use information only as needed to provide their services to us and must protect it appropriately.

Before publishing this policy, we will identify the providers actually used on the website:

- Website host: [Insert provider]
- Newsletter provider: [Insert provider, or state "Not currently used"]
- Analytics provider: [Insert provider, or state "Not currently used"]

We may also share information where required by law, to protect someone's safety, or to establish, exercise or defend legal claims.

Some service providers may process information outside the UK. If this happens, we will use an appropriate legal safeguard where required by data protection law. **Add details of relevant providers, countries and safeguards here before publication:** [Insert details, or state "No international transfers" if accurate.]

6. How long we keep your information

We keep personal information only for as long as it is reasonably needed for the purpose it was collected, including to meet legal, accounting or reporting requirements.

Our intended retention periods are:

- **General enquiries:** up to 12 months after the enquiry is closed.
- **Workshop and programme registrations:** for the period needed to administer the activity, and normally up to 12 months after it ends.
- **Newsletter details:** until you unsubscribe or withdraw consent. We may keep a limited record of your request so we can respect it.
- **Technical and cookie information:** for the period set out in the cookie settings or by the relevant provider.

We may keep information for longer where the law requires it or where it is reasonably needed to deal with a legal claim or protect someone's safety.

7. How we protect your information

We use appropriate practical and technical measures to protect personal information from loss, misuse, unauthorised access or disclosure. Access is limited to people and providers who need the information for their work.

No method of sending or storing information is completely secure. Please avoid sending highly sensitive personal details through website forms or ordinary email.

8. Cookies and similar technologies

Cookies are small files stored on your device. Some may be needed for the website to work. Other cookies, such as those used for analytics, may be optional.

Where the law requires consent, we will ask before placing non-essential cookies or using similar technologies. You can change your choices using the website's cookie settings, if available, and can also manage cookies through your browser. Blocking some cookies may affect how parts of the website work.

Before publishing, add the cookies and tools actually used, their purposes and how long they last: [Insert cookie information or link to a cookie list.]

9. Your data protection rights

Depending on the circumstances, you may have the right to:

- ask for a copy of the personal information we hold about you;
- ask us to correct information that is inaccurate or incomplete;
- ask us to erase your information;
- ask us to restrict how we use your information;
- object to certain uses, including uses based on legitimate interests;
- receive certain information in a portable format, where the legal conditions apply; and
- withdraw consent at any time, where we rely on consent. Withdrawing consent does not affect what we lawfully did before you withdrew it.

These rights are subject to legal conditions and exceptions. To exercise a right, contact us at **contact@theanchorroom.co.uk**. We may need to confirm your identity before responding.

You can unsubscribe from newsletter emails at any time using the unsubscribe link in the email or by contacting us.

10. Complaints

Please contact us first if you have a concern about how we use your information, and we will do our best to help.

You also have the right to complain to the UK Information Commissioner's Office (ICO):

- Website: ico.org.uk/make-a-complaint
- Telephone: 0303 123 1113

11. Updates to this policy

We may update this policy from time to time, for example if our website, services or data practices change. We will publish the latest version on our website and update the date at the top of the policy.