COLATON RALEIGH VILLAGE HALL - REGISTERED CHARITY NO: 267888

PRIVACY POLICY 2026

This policy explains how Colaton Raleigh Village Hall uses the personal information you give it through this website: when you book, buy a ticket, sign up for a class or membership, fill in a form or get in touch.

Who is responsible for your information

Colaton Raleigh Village Hall decides what information it collects and how it uses it; and is responsible for it. You can contact Colaton Raleigh Village Hall at:

admin@colatonraleighvillagehall.org.uk

Colaton Raleigh Village Hall runs this website on LemonBooking, a booking system provided by Tectonic Software ApS. Tectonic Software handles your information on behalf of Colaton Raleigh Village Hall and only on its instructions.

What is collected

- Your account: your name, email address, phone number and billing address.
- What you book or buy: bookings, tickets, class places and memberships, with their invoices and payments.
- Your answers to the questions on Colaton Raleigh Village Hall's forms, and any documents you upload.
- Your bank details, only if you add them to your profile so that refunds and deposits can be paid back to you.
- Card details go straight to the payment provider and are never stored by Colaton Raleigh Village Hall or LemonBooking.

Visits to this website are counted with Fathom Analytics, which sets no cookies and builds no profile of you.

How your information is used

Your information is used to manage your bookings, take your payments, send your invoices and booking emails, and contact you if something urgent affects a booking. You will only receive marketing emails if you opt into them.

Where it is stored and for how long

Your information is stored in the United Kingdom, on Amazon Web Services in London. Some of the services listed below are in other countries, including the United States.

Colaton Raleigh Village Hall keeps your information for as long as it needs it to run your bookings and keep its accounts. If Colaton Raleigh Village Hall stops using LemonBooking, its information is deleted 90 days later. Encrypted backups keep a copy for up to 90 days more.

Your rights

You can update your details in your profile at any time. From your account settings you can also request a copy of the information held about you, which is emailed to you, and ask Colaton Raleigh Village Hall to delete it.

You can also ask Colaton Raleigh Village Hall to correct your information, or object to how it is used. If you are not happy with the answer, you can complain to the data protection regulator where you live.

Services that help run this website

These companies process your information for LemonBooking, only to provide their service. Your information is not shared with anyone else unless the law requires it.

- **Amazon Web Services**: hosting, the emails and text messages this website sends, and the AI tools for the venue's staff
- **Filestack**: the images on this website
- **Google**: fonts, and the check that forms are not filled in by bots
- **Fathom Analytics**: visitor statistics without cookies
- Laravel Nightwatch and Bugsnag: error reports for the developers, which can include your name, email address and IP address and are kept for up to 90 days
- SimpleBackups and Microsoft Azure: encrypted nightly backups, stored in the United Kingdom
- **Anthropic**: helping LemonBooking's team support the venue and build and improve LemonBooking

Colaton Raleigh Village Hall has also connected these services to take payments, keep its accounts, keep its calendars or open its doors. Each receives only what it needs, such as your name and the payment, and its own privacy policy applies.

- **GoCardless**
- **SumUp**

Other websites

This website links to other websites and services. Their own privacy policies apply when you visit them.