

THE ARMOURY HUB

PRIVACY POLICY

Operated by: THE ARMOURY.IO LTD | Company Number: 16277889

Registered Office: 124 City Road, London, EC1V 2NX

Premises: 16 Hitchin Street, Biggleswade, Bedfordshire, SG18 8AX

Website: www.armouryhub.com | Email: bookings@armouryhub.com

Version 2.0 | Effective date: 19 October 2026

1. Introduction

THE ARMOURY.IO LTD, trading as The Armoury Hub, is committed to protecting personal information. This policy explains how we collect, use, store, share and protect information when people visit our website, book facilities, attend events, use coworking spaces or contact us. It applies to customers, prospective customers, visitors, delegates, organisers and contractors. We process personal data in accordance with the UK GDPR, Data Protection Act 2018 and Privacy and Electronic Communications Regulations 2003 (PECR), as amended.

2. Who We Are

THE ARMOURY.IO LTD (company number 16277889) is generally the data controller for information processed for its own business operations. Registered office: 124 City Road, London, EC1V 2NX. Trading premises: The Armoury Hub, 16 Hitchin Street, Biggleswade, Bedfordshire, SG18 8AX. Privacy enquiries: bookings@armouryhub.com. Website: www.armouryhub.com. We offer email-only support and aim to answer general enquiries within approximately four hours during normal administrative periods; statutory data requests follow legal deadlines.

3. Personal Information We Collect

3.1 Identification: name, title, organisation, job title, billing address, email and any telephone number voluntarily provided.

3.2 Bookings: dates, times, spaces requested, reference numbers, event requirements, attendance totals, invoices, payment status, cancellations and refunds.

3.3 Attendees: we do not routinely collect every attendee's details. For particular events we may collect limited names or contact details where necessary for administration, safety, safeguarding or security.

3.4 Website: IP address, browser, device, operating system, pages visited, navigation, access times and cookie information.

3.5 Correspondence: enquiries, feedback, complaints and emails.

3.6 Security: internal CCTV footage, access records and incident reports. CCTV is not installed in toilets or similarly private areas.

3.7 Special requirements: accessibility or other information where necessary. If this involves health or other special-category data, we require an Article 6 lawful basis and applicable Article 9 condition.

4. How We Collect Information

We collect information from LemonBooking forms, direct emails, website forms, quotations, invoices, event arrangements, Stripe payment confirmations, feedback, internal CCTV, access systems and website cookies. Event organisers may supply limited information about attendees. We process third-party-provided information only for appropriate lawful purposes.

5. How We Use Information

We use data to manage bookings and access; send confirmations and operational messages; take payments, invoice and refund; operate the premises safely; protect staff, visitors and property; respond to complaints; improve services; meet legal obligations; and, where individuals opt in, send promotional emails about facilities, offers, workshops and events. Marketing consent is separate from accepting booking terms.

6. Lawful Bases

Contract: booking administration, access and payment where necessary for a contract with the individual. Legal obligation: accounting, tax and other statutory requirements. Legitimate interests: security, fraud prevention, customer service and business operations where not overridden by individuals' rights. Consent: opt-in promotional emails and non-essential analytics cookies where required. Vital interests: exceptional life-protection situations. Special-category data is processed only with an additional lawful condition under Article 9.

7. LemonBooking

We use LemonBooking for reservations and facility management. It may process bookers' names, contact details, organisation, booking dates, event requirements, references and transaction status. We use this information to confirm and manage bookings, communicate and arrange services. Appropriate processor arrangements and security safeguards should apply where LemonBooking acts on our behalf; its separate privacy information may apply to its independent processing.

8. Stripe Payments

We use Stripe to process online booking payments. Stripe may process billing details, card information, payment amounts, transaction references and fraud-prevention information. The Armoury Hub ordinarily receives payment confirmations and limited transaction details, not full card numbers or security codes. Stripe's privacy information is at www.stripe.com/privacy.

9. Sharing Information

We do not sell personal data. Where necessary and lawful, we may share it with LemonBooking, Stripe, website and email providers, Google Analytics or similar analytics providers, IT contractors, accountants, advisers, insurers and public authorities. Where suppliers process data on our behalf, we seek appropriate contractual and security arrangements.

10. International Transfers

Some suppliers may process information outside the UK. Where international transfers occur, we use an appropriate lawful mechanism, such as UK adequacy regulations, an International Data Transfer Agreement or UK Addendum, as applicable. Details of relevant safeguards may be requested by email.

11. Data Security

We use reasonable technical and organisational measures such as restricted access, authentication, secure booking and payment services, system maintenance, controlled CCTV access and incident-response procedures. No electronic system is entirely risk-free. We assess and report personal-data breaches where legally required.

12. Retention

Booking/customer records: normally up to six years where justified for accounting, contracts or claims. Financial records: the period required by applicable accounting and tax rules, often at least six years. Enquiries: as long as needed to address the matter and potential disputes. Marketing: while lawful and relevant; unsubscribe suppression information may be kept to prevent further emails. Access/security records: proportionate periods. CCTV: a documented, limited retention period suitable for security needs, with longer retention only for investigations, claims or legal matters. Information is reviewed and deleted or anonymised when no longer needed.

13. Cookies and Analytics

Our website may use essential cookies for security and booking functions, functional cookies for preferences and Google Analytics or similar analytics technology to measure visits, navigation, device/browser types and general location. Analytics and marketing technologies requiring consent will not be activated before valid consent. Visitors should be able to accept, reject and later change non-essential cookie choices. A separate cookie notice or preference panel should identify actual cookies, providers, purposes and durations.

14. Promotional Email

We may email information about room hire, coworking, promotions, networking, workshops and community events only where permitted by applicable electronic-marketing rules. We provide a separate, optional opt-in and do not make consent a condition of booking. Individuals can unsubscribe using the email link or bookings@armouryhub.com. Essential booking and access communications may continue after marketing opt-out. We may retain consent and suppression records.

15. Indoor CCTV

CCTV operates inside The Armoury Hub for security, crime prevention, incident investigation and protection of people and property. Our usual Article 6 basis is legitimate interests, subject to balancing individuals' rights. Cameras are not installed in toilets or areas with heightened privacy expectations. Appropriate signage is displayed. Footage access is restricted and disclosure is made only where lawful, such as to police or insurers. Recordings are retained for a proportionate documented period, or longer for relevant investigations or claims. Access requests can be sent to bookings@armouryhub.com.

16. Your Rights

Subject to applicable conditions and exemptions, you may request access, correction, erasure, restriction, portability and withdrawal of consent; object to processing based on legitimate interests; and object at any time to direct marketing. You also have rights concerning certain solely automated decisions with legal or similarly significant effects. We do not intend to use such decisions for ordinary room-hire bookings.

17. Exercising Rights

Email bookings@armouryhub.com with enough information to identify the records and request. We may reasonably verify identity. We normally respond within one calendar month, subject to lawful extensions or exceptions. Requests are generally free, although limited exceptions apply.

18. Complaints and ICO

Send concerns to bookings@armouryhub.com. We will investigate fairly. You may also complain to the Information Commissioner's Office (ICO), the UK data protection regulator, at www.ico.org.uk, without contacting us first.

19. Children

Our booking service is intended for adults aged 18 or over. We do not routinely collect information directly from children. For events involving children, limited information may be handled where necessary for booking, safety or safeguarding, with appropriate protections.

20. External Websites

Our website may link to third-party booking, payment or other services. Independent providers are responsible for their own privacy practices. Please consult their notices before supplying information.

21. Policy Updates

We may update this policy to reflect changes to systems, services or law. The latest version will be published on our website, and material changes will be notified where legally required.

22. Contact

THE ARMOURY.IO LTD, trading as The Armoury Hub. Registered office: 124 City Road, London, EC1V 2NX. Premises: 16 Hitchin Street, Biggleswade, Bedfordshire, SG18 8AX. Company number: 16277889. Email: bookings@armouryhub.com. Website: www.armouryhub.com. Telephone: email correspondence only. VAT status: Not Applicable.

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