



# Booking System Privacy Notice (Lemon Booking Platform)

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# 1. Who we are

Truro City Council is the Data Controller for personal information collected in relation to bookings for Council-managed facilities and assets made through the Lemon Booking platform.

This includes (but is not limited to) community rooms, halls, library spaces, sports facilities, event spaces, and public hireable areas such as Lemon Quay and Boscawen Park Pavilion.

We use Lemon Booking, a third-party booking management system, to administer bookings, payments and related communications. Lemon Booking acts as a Data Processor on behalf of Truro City Council.

Truro City Council's registered office is:  
Municipal Buildings, Boscawen Street, Truro, TR1 2NE

Truro City Council is registered with the Information Commissioner's Office (ICO) under registration number Z7643662.

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## 2. What information we collect

When you make a booking, enquiry, or use our booking system, we may collect and process the following categories of personal data:

### Identity Data

- Name
- Organisation or group name (where applicable)

### Contact Data

- Email address
- Telephone number
- Postal / billing address

### Booking Data

- Booking dates, times and locations
- Details of the facility or resource booked
- Attendance numbers and booking notes

### Transaction Data

- Payment details (processed via third-party providers)
- Invoice records and transaction references

## Technical Data

- IP address
- System access logs
- Cookie and usage data (where applicable)

We only collect information that is necessary to provide and manage our booking services.

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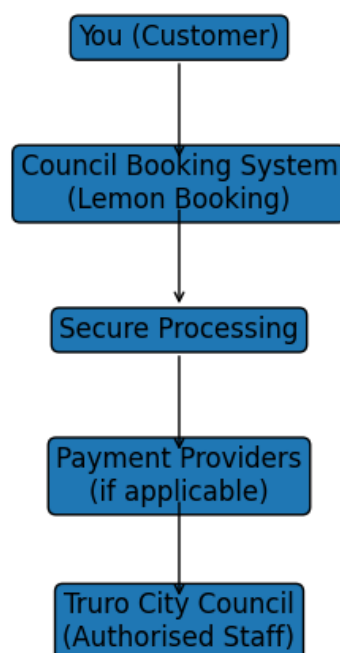
## 3. How we use your information

We use your personal data to:

- Process and administer bookings
  - Communicate with you regarding your booking
  - Manage access to facilities and services
  - Issue invoices and process payments
  - Maintain financial and audit records
  - Monitor and improve service delivery
  - Ensure system security and prevent misuse
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## 4. Data Flow Diagram

The diagram below provides a simple overview of how your information is processed when you make a booking with Truro City Council.



## 5. Lawful basis for processing

We process your personal data under the following lawful bases in accordance with UK GDPR:

- Contract – to fulfil your booking agreement
  - Legal obligation – for financial reporting, audit and compliance
  - Public task – providing community facilities and services
  - Legitimate interests – for system administration, security and service improvement
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## 6. How your data is stored and protected

Your data is securely stored within the Lemon Booking system, which is hosted on secure UK-based servers (Amazon Web Services, London region).

Both Truro City Council and Lemon Booking implement appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, misuse or disclosure.

Access to your data is restricted to authorised personnel on a role-based basis.

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## 7. Sharing your information

We only share your personal data where necessary and in accordance with data protection legislation. This may include:

- Lemon Booking (system provider acting as Data Processor)
- Payment service providers (such as Stripe, GoCardless or SumUp)
- IT service providers supporting system operation

All third parties are required to process your data securely and only in accordance with our instructions.

We do not sell your personal data.

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## 8. Third-party services

Our booking system may contain links to third-party services, including payment providers. These organisations operate their own privacy policies, and we encourage you to review them.

Truro City Council is not responsible for the privacy practices of external services.

## 9. How long we keep your data

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- Booking and financial records: typically retained for up to 7 years in line with statutory and audit requirements
- Customer account data: periodically reviewed and deleted where no longer required

Retention periods are determined in accordance with Truro City Council's records management policies.

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## 10. Children's data

The booking system is intended for use by individuals aged 18 or over. Where bookings relate to activities involving children or young people, the booking must be made by a responsible adult or organisation.

We do not knowingly collect personal data directly from children through this system.

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## 11. Your rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data (where applicable)
- Restrict or object to processing
- Request transfer of your data

To exercise any of these rights, please contact us using the details below.

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## 12. Cookies and technical data

The booking system may use cookies and similar technologies to improve functionality and analyse usage. You can manage cookie preferences through your browser settings.

## 13. Contact details and complaints

If you have any questions about this privacy notice or how your personal data is handled, please contact:

Truro City Council

Email: [info@truro.gov.uk](mailto:info@truro.gov.uk)

Telephone: 01872 274766

Address: Municipal Buildings, Boscawen Street, Truro, TR1 2NE

You also have the right to make a complaint to the Information Commissioner's Office (ICO).

We would, however, appreciate the opportunity to address your concerns in the first instance.

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## 14. Changes to this notice

We may update this privacy notice from time to time to reflect changes in legislation or service delivery. The latest version will always be available on our website.