



The Old Post Office
**coworking
space**

Privacy Policy

Please note, this is shared publicly via
www.theoldpostoffice.space/privacy

Document Control		
Date	Date of next review	Reviewer
19/9/2024	Annually	
19/9/24	19/9/25	Kerry Leslie

Introduction

At TOPO Space Limited, trading as The Old Post Office (TOPO), we are committed to protecting and respecting your privacy. This privacy policy explains how we collect, use, and share your personal information when you interact with us, whether as a member, visitor, or service user.

This policy applies to all personal data we process and outlines your rights under UK data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Date: xx/xx/xxxx

Our contact details

Name: TOPO Space Limited, trading as The Old Post Office

Address: 1533 Pershore Road, Stirchley, Birmingham B30 2JH

E-mail: theoldpostofficestirchley@gmail.com

The type of personal information we collect

We collect and process the following types of personal information:

- Personal Identification Information: Name, email address, physical address, telephone number, and organisation details (if acting on behalf of an organisation).
- Engagement Information: Records of communications, including calls, emails, messages (via platforms like WhatsApp, Meta Messenger, Instagram Messenger, SMS, and X/Twitter). We also record engagement data, such as volunteer activities and suggestions made to us.
- Booking and Service Information: Details of your enquiries, bookings, venue hire agreements, and keyholder arrangements.
- Website Usage Data: Non-invasive website statistics collected via our hosting provider, Squarespace. For more information, see [Squarespace's Privacy Policy](#).

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Enquiring about the coworking space
- Your booking and associated arrangements

- Venue hire agreements and related hire processes
- Processing registered address service information
- Signing up to our weekly newsletter
- Signing up potential keyholders

We also receive personal information indirectly, from the following sources in the following scenarios:

- Referral from a coworking space member

Lawful basis for processing your information

Under the UK GDPR, we rely on the following lawful bases for processing your personal data:

- **Consent:** When you provide your information via sign-up forms or consultation exercises. You may withdraw your consent at any time by contacting us.
- **Contractual Obligation:** For processing data related to formal partnerships or contracts with you or your organisation.
- **Legal Obligation:** Where processing is necessary to comply with legal requirements.
- **Legitimate Interest:** When processing is necessary for our legitimate interests or those of a third party, such as when you email us directly.

How we use your personal information

We use your personal data for the following purposes:

- **Membership and Service Management:** To manage your membership, process bookings, and facilitate keyholder arrangements.
- **Communications:** To keep you informed about our services, events, and updates through newsletters or direct messages.

- **Service Improvement:** To analyse feedback and engagement data to improve our services and community engagement.

Your information is securely stored.

How we share your information

We may share your personal information with:

- **Third-Party Service Providers:** Such as IT service providers, payment processors, and marketing platforms, who assist us in operating our services. These third parties are contractually obligated to protect your data.
- **Legal Authorities:** When required to comply with legal obligations.

We will never sell your personal data to third parties or share it with others without your explicit consent, except as described above.

How we store and protect your information

Your personal information is securely stored with robust security measures in place, including encryption and access controls.

Retention Periods:

- Personally identifiable data is retained for 3 years after consent, plus 6 months after the most recent engagement.
- Data obtained via legitimate interest is retained for 10 years if financial in nature, or 5 years if not.
- Anonymised or pseudonymised data may be retained indefinitely.

Once data is no longer needed, it is securely deleted.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at The Old Post Office, 1533 Pershore Road, Stirchley B30 2JH. Email - theoldpostofficestirchley@gmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Address: The Old Post Office, 1533 Pershore Road, Stirchley B30 2JH.
Email - theoldpostofficestirchley@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Policy updates

We review our privacy policy annually and whenever significant changes occur in our data processing activities or regulatory requirements. We will notify you of any significant changes to this policy via email and by posting updates on our website.