



Privacy and Data Policy

Your privacy and permission is important to us here at Bristol Spaceworks. This privacy policy between you and Bristol Spaceworks sets out the basis on which we will process any personal data we collect from you, or which you provide to us.

This policy adheres to the Data Protection Act 1998 and GDPR (EU Directive) 2018. For the purposes of this policy Bristol Spaceworks is the data controller.

DEFINITIONS

YOU/USER

For the purposes of this privacy policy you/user is defined as any third party that accesses the website and is not either (i) employed by Bristol Spaceworks and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Bristol Spaceworks and accessing the website in connection with the provision of such services.

Bristol Spaceworks: Easton Business Centre, Felix Road, Easton, Bristol, BS5 0HE
1944157

COLLECTION OF PERSONAL INFORMATION

Bristol Spaceworks may collect and use the following kinds of personal information:

- Information about how you use this website
- Information that you provide to us for the purpose of registering via this website
- Any other information that you send to Bristol Spaceworks such as via a website form including:
 - Name
 - Address
 - Company
 - Email Address
 - Telephone number

USE OF PERSONAL INFORMATION

By using this site, you consent to us processing and collecting the aforementioned data, on the terms and for the reasons which are explained below.

- Ensure that content from our site is presented in the most effective manner for you and for your computer.
- Provide you with information, products or services that you request from us where you have consented to be contacted for such purposes.
- Carry out our obligations arising from any contracts entered into between you and us.

- Allow you to participate in interactive features of our service, when you choose to do so.
- Send you our newsletters from time to time that you have positively consented to receive.
- Send you marketing communications that you have positively consented to receive.

SECURING YOUR DATA

Bristol Spaceworks will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Bristol Spaceworks will store all the personal information you provide securely and in accordance with UK data protection laws, but please be aware that any data which you send to our site is sent at your own risk.

Any payment transactions made to Bristol Spaceworks will be encrypted using SSL technology

Bristol Spaceworks uses [GoCardless](#) to process your payments using 256-bit SSL encryption. GoCardless adheres to the Data Protection Act 1988, is authorised by the Financial Conduct Authority under the Payment Services Regulations 2009 and has received ISO 27001 certification. Data collected by GoCardless may be transferred to, and stored at, a destination outside the European Economic Area. It may also be processed by staff operating outside the EEA who work for GoCardless or their suppliers. For more on how GoCardless complies with GDPR click [here](#).

Bristol Spaceworks uses [Outlook](#) to store personal data which, under Microsoft, complies with both EU-U.S. Privacy Shield, Swiss-U.S. Privacy Shield frameworks and EU Model Clauses. Microsoft protects the data that users entrust to them through strong security and encryption. For full details of Microsoft's privacy policy click [here](#). For more on how Outlook complies with GDPR click [here](#).

The data we collect from you may be transferred to and stored on secure servers located outside the European Economic Area, to the U.S. on the accounting software [Sage Global Services Limited](#), commonly referred to as Sage, which is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011. Sage is registered on the Information Commissioner's Office Register of Data Controllers under registration number ZA138390. For more on Sage's privacy policy, click [here](#). For more on how Sage complies with GDPR, click [here](#).

DATA BREACH

In the unlikely event that our systems are breached, we will inform the ICO immediately and adhere to their guidelines.

DISCLOSURE OF YOUR INFORMATION

We will never pass on your details to third parties without receiving your positive consent to do so.

We may disclose your personal information to any of our group companies (which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 736 of the UK Companies Act 1985) and also to third parties in the following circumstances:

- To any prospective seller or buyer of all (or part of) our business or assets
- If we are required to do so by law, any applicable regulation or to protect the rights, property, or safety of ourselves or others. This may include disclosing to other companies and organisations in connection with fraud protection and credit risk reduction.

ACCESS TO YOUR INFORMATION

Your data will be retained for up to 36 months, within which time Bristol Spaceworks will seek your consent to continue to hold such information.

If you no longer wish to be contacted in relation to information, products or services that you have previously requested from us, please contact us directly by emailing info@bristolpaceworks.co.uk.

You have the right under the Data Protection Act to access the information which we hold about you. You have the right to have your information amended or deleted upon request. If you wish to exercise this right, please send your request to info@bristolpaceworks.co.uk.

Following GDPR guidelines Bristol Spaceworks will answer and action all requests within 28 days of receipt.

OTHER WEBSITES

Please note that if you click on, or follow, any links from our site to external websites, our private policy will no longer apply. Please check the privacy policies of any such external site before submitting any personal data, as we cannot accept any responsibility or liability in relation to them.

UPDATES TO THIS POLICY

Any changes made to this privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check this page occasionally to ensure you are familiar with any changes.

GENERAL

This agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

CONTACT US

If you have any questions about this privacy policy or how we treat your personal information, please contact us:

By email: info@bristolpaceworks.co.uk

By phone: 0117 941 5800