

EMBER COWORK - PRIVACY POLICY

Introduction

Welcome to Ember. Your privacy is important to us, and we are committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website or use our coworking services. Please read it carefully to understand your rights and how we handle your data.

1. Who We Are

Ember (referred to as "we," "our," or "us" in this policy) operates coworking spaces and related services. Our registered address is [insert address], and you can contact us at [insert email address] for any privacy-related inquiries.

2. Information We Collect

We may collect and process the following personal data about you:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Payment Details:** Billing information, credit/debit card details, or bank account information.
- **Usage Data:** Information about how you use our website and services, such as IP address, browser type, and activity logs.
- **Marketing Preferences:** Your preferences for receiving communications from us.
- **Other Information:** Any details you provide when filling out forms, booking spaces, or communicating with us.

3. How We Use Your Information

We use your personal data for the following purposes:

- To provide our coworking services and manage your membership or bookings.
- To process payments and issue invoices.
- To communicate with you regarding your account, services, or inquiries.
- To send marketing communications if you have opted in.
- To improve our website and services through analytics and user feedback.
- To comply with legal obligations or resolve disputes.

4. Legal Basis for Processing Your Data

We process your data based on the following legal grounds:

- **Performance of a Contract:** When it is necessary to provide the services you have requested.
- **Legitimate Interests:** For improving our services, managing our business, and ensuring security.
- **Consent:** When you have provided consent for specific activities, such as receiving marketing emails.
- **Legal Obligation:** When required to comply with UK laws.

5. Sharing Your Information

We do not sell your personal data. However, we may share your information with trusted third parties, including:

- Payment processors to handle transactions securely.
- IT service providers to maintain our website and systems.
- Professional advisers, such as accountants or legal consultants.
- Law enforcement or regulatory authorities when required by law.

6. Data Retention

We retain your personal data only as long as necessary for the purposes outlined in this policy or as required by law. For example, financial records may be kept for six years to comply with tax obligations.

7. Security of Your Data

We use appropriate technical and organisational measures to safeguard your personal data from unauthorised access, alteration, disclosure, or destruction. However, no internet-based system is completely secure, and we cannot guarantee absolute security.

8. Your Rights

Under the UK General Data Protection Regulation (UK GDPR), you have the following rights:

- **Access:** Request a copy of your personal data.
- **Correction:** Request corrections to inaccurate or incomplete data.
- **Erasure:** Request the deletion of your data, subject to legal obligations.
- **Restriction:** Request a limit on how we process your data.
- **Data Portability:** Request transfer of your data to another service provider.
- **Objection:** Object to processing based on legitimate interests or for marketing purposes.
- **Withdraw Consent:** Withdraw consent at any time where we rely on it to process your data.

To exercise any of these rights, contact us at bookings@emberco.work.

9. Cookies

Our website uses cookies to enhance user experience, analyse website traffic, and improve our services. For more information, please refer to our Cookie Policy.

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites, and we encourage you to review their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and where appropriate, we will notify you by email. Please check back periodically for updates.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us at:

Ember Email: booking@emberco.work

Address: 41 Stanhope Street, Liverpool, L8 5RE

This Privacy Policy is effective as of 16th December 2024.