

## Information we may collect about you if you are a bookings customer...

## What we use this information for

### **Introduction**

If you are a customer that hires any of the churches facilities, whether paid or for free, we will need to maintain a certain amount of information about you and the bookings you make. We keep customer and booking information entirely separate from the church database used for our members.

### **Customer name**

Your name is used to help identify you in the church's booking system to users. We may address you personally by name in booking related communications, and in our other communications, if you have agreed to receive these from the church.

### **Customer telephone and mobile**

From time to time we may need to be able to contact you quickly in relation to a booking you have made. A contact telephone and/or mobile number are therefore essential for all bookings.

### **Customer email**

The church communicates extensively by email because it's free and suits the church to most effectively keep people informed about bookings.

An email address is required in order for us to send you a booking confirmation and to communicate other booking-related information such as our terms of service, variations of terms, and when your booking needs to be amended or cancelled.

### **Company name**

We may record the company name you represent when you make a booking. We can then group together booking customers by company name.

### **Customer job title**

Used in conjunction with a company name, your job title ensures that booking-related communications are sent to the appropriate person in your organisation. For example, you may require charge related communications to be sent to a billing contact in your company's finance department, but you might prefer the booking confirmation to be sent to a different account contact.

### **Customer address**

Without an address we won't know where to send letters or booking forms used by the church e.g. booking confirmations, policies, terms of service etc.

### **Bookings history**

When you place a booking enquiry with us, we'll need certain information from you about the specific requirements for your booking. This will include details of the resources you require, the times they're needed, and your responses to our booking form questions.

We'll also maintain a record of booking charges raised and deposits and payments made, including dates, amounts and payment method.

**Sent communication history**

Since booking communications are separate from the church's other communications, and since your booking-related information is only accessible to certain authorised users, we maintain a separate sent communications history for all outbound booking-related communications sent to you through our church database.

This communication history includes the user who authored the communication and the date and time it was sent, as well as the email content.