

Privacy Notice (Venue Hire Clients, Fort Nelson)

This privacy notice explains how we use any personal information we collect about our clients who hire our venue at Fort Nelson for conferences, receptions, weddings etc.

Sending you information about hiring our venue

We will only use your personal data to send you information about hiring our venue with your explicit consent. We will retain your information only for as long as you wish to receive updates from us, and you may opt out at any time by emailing us at fnfunctions@armouries.org.uk or by writing to the Events Manager, Royal Armouries, Fort Nelson, Portsdown Hill Road, Fareham, PO 17 6AN.

Delivering your event

The hiring of our venue at Fort Nelson is governed by legal and contractual obligations. We will use the personal information that you provide to process your booking, to take payment, to deliver your event to the agreed specification, and to protect your rights as consumers. We will share your bank or credit card details with Worldpay, and use NatWest Bank to process payments by cheque. You can view Worldpay's privacy policy at <https://www.worldpay.com/uk>. We will keep a record of your booking for a period of three years after which it will be destroyed. We are required to keep bank and credit card receipts for up to three years, and records of sales for up to seven years, after which time they are destroyed.

Helping us to improve our venue hire facilities and service

We will also use your details to ask for feedback on your experience, and will use this information to help us to enhance our facilities, evaluate our performance, and to improve the planning and delivery of future events.

Answering your letters and emails

When we receive correspondence from you, we will keep copies of your emails and letters together with any response we send you for three years (if you hire our venue for an event) after which they will be destroyed, or for one year (if you do not hire our venue).