

Our Privacy Policy

Who we are?

The Box Stone's aim is to provide personal development services to individuals, companies and schools.

We are also committed to maintaining the trust and confidence of our visitors to our website, social media and our premises in Staffordshire. In particular, we want you to know that we are not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Types of data we collect

Google Analytics

When someone visits <https://www.atthebox.co.uk> we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Wifi

We have Wi Fi at the premises which can be used if you access it via our password but we do not collect any personal data on you.

Mailing Lists

As part of the registration process to book classes and appointments or when you visit our website you will have chosen to either opt in or out of our e-newsletter and we therefore collect personal information namely your email, phone number and address. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right. We don't and will not rent or trade email lists with other organisations and businesses.

Booking Climbing Tickets on our MindBody Booking System or classes over the phone

When you purchase a class on the system or over the phone we collect your name, address data, email and contact number and this will be stored in our Booking System or in locked forms in our office. We need this data to manage who is on site, payments, health and safety, to inform of changes and ask for information from you if required before the booking. The MindBody system is an Internationally recognised software servicing millions of clients and as such as security around access and retention of data. Our instructors have passwords to manage their classes.

We also ask new starters to complete a short health assessment which is to notify the instructor of any serious conditions. We keep these forms locked away at the office

Please be assured that we do not share your personal details with any other company without your consent.

We use data internally to manage staffing and assess numbers of people in the centre

We use general numbers of visitors for business forecasting and any business development purposes but don't disclose personal data in that process

If you are booking and paying for classes directly with the Instructor you need to check their GDPR policies and public liability insurance also. They will be renting THE BOX from us.

Social Media

We are very happy you may follow or like us on social media as it's a great way to keep in contact with you. You can opt out of those pages at any time and we do not retain any information off your social media other than you being a liker of our page and us seeing you there.

There is no obligation to remain on our facebook, Instagram or Twitter Pages but we do hope you remain to see all the cool stuff we have coming up !

Access to your personal information

You have the right to see what data we hold about you and you contact us at ed@atthebox.co.uk to ask to see, edit and be removed from any newsletter you may have already opted in to or see what information we hold about you in our files or booking system

Changes to this Privacy Notice

The Privacy Policy will be reviewed annually